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TROLLEY TOPICS

VOL. 1 NO. 1 SAN FRANCISCO MUNICIPAL RAILWAY APRIL, 1973

DOCUMENTS

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Mayor Ups Muni Budget; Next Stop The Supervisors

The Public Utilities Commission wanted a $53 million Municipal Railway budget for the current 1972-73 fiscal year, and it received $48.9 million.

It asked for $61.2 million for the upcoming fiscal year; and as this edition of TROLLEY TOPICS was ready to go to press Mayor Joseph L. Alioto recommended a $58.2 million budget to the Board of Supervisors.

Considering that a number of the items deleted from the budget were duplicated in supplemental requests that were approved in earlier actions by Mayor Alioto, the Muni came through a winner.

The massive effort by the Utilities staff — with vigorous support by SPUR (San Francisco Planning and Urban Renewal Association), both major daily newspapers, some members of the Board of Supervisors, and others — appears to be paying off.

If the Mayor's budget is approved, Muni will have 72 new operators, and this will bring the Muni driver complement to 1902, instead of 1830.

In addition, other new jobs granted by Mayor Alioto include the following:

Eight inspectors, one senior department personnel officer, 2 instructors, 2 division superintendents, 3 assistant division superintendents, 2 transportation assistant superintendents, 1 special projects manager, 1 civil engineer for ways and structures, 1 transit planner for ongoing work, and 1 principal payroll clerk.

Turn to Page 4, Col. 1

Awakening Memories

TROLLEY TOPICS RETURNS; FINDS MUCH TO TALK ABOUT

We are reviving TROLLEY TOPICS. This is Volume 1, Number 1. Because the newsletter had established itself as a Municipal Railway institution when publication was suspended more than 20 years ago we are retaining the name.

There has been relatively little change in Muni since then — and that is part of the problem. Same shops, same gilley rooms, same machines. But happily that will soon be different.

Muni is on the threshold of the biggest change in its 60-year history (we celebrated our 60th birthday last December 28); and the need for TROLLEY TOPICS is clear.

It is needed to explain the Public Utilities Commission's 3-part, $125 million modernization program:

Transit Equipment Program (TEP) — $51.5 million to renew the fleet. There will be 80 new subway-surface cars to replace the PCC's, 285 electric trolley coaches, counting 65 requested in budget documents, and additional 100 motor coaches, and new cable cars — 3 new ones and 7 to be rebuilt (see page 3).

Transit Improvement Program (TIP) — $44 million for new ways and structures. There will be new tracks on all lines except M OCEAN VIEW (which will get a new paving job on part of its road bed). The cable car system will be completely re-railed. New garages and shops will have new equipment. (For details on the extent of this program see the map on page 5.)

Power Improvement Program (PIP) — $30 million for complete renewal of Muni's electrical distribution system. Next month's TROLLEY TOPICS will contain complete details on this program.

Of utmost importance to San Franciscans is the fact that, with the recent award of an Urban Mass Transportation

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MUNI's NEW SUBWAY-SURFACE CARS as depicted in this rendition by Boeing Vertol Division. Grant Avenue Route designation can be attributed only to artistic license. (See Story on page 3)

SAN FRANCISCO PUBLIC UTILITIES COMMISSION — Re-constituted shortly after the first of the year, the Commission is responsible for the operation of the Municipal Railway, San Francisco Water Department and the Hetch Hetchy Water and Power System. They are, from left (seated): H. Welton Flynn, President; Oliver M. Rousseau, Vice President; (standing) Louis A. Petri, Joseph J. Diviny, and Joseph P. Byrne.

Muni Drivers Cut Accidents; But Claims Awards Soar

The safety performance of Muni drivers has shown steady improvement during the last three years, Utilities General Manager John D. Crowley has reported to the Public Utilities Commission.

During that period the Muni accident rate dropped 25 per cent. At the same time, Mr. Crowley added, judgments and settlement awards in Muni claims cases have increased 116 per cent — but this is beyond Muni's control.

Nevertheless, he said, this increase in settlements is consuming so much of Muni's budget that increased efforts toward avoiding accidents is mandatory.

On the same subject Curtis E. Green, PUC Director of Personnel and Safety, disclosed that during 1970-71 a total of 1002 Muni operators were not involved in an avoidable accident. In 1971-72 that number increased to 1257.

An "avoidable" accident is a critical category because it excludes the element of blame. In other words an operator can be charged with such an accident, even though the law says he is legally blameless.

Muni has instituted better instructional methods in training classes, the training period is longer, and there is more emphasis on defensive driving techniques.

The training program will be expanded and improved even more if the Board of Supervisors ratifies Mayor Alioto's approval of Muni's request for seven new training and personnel supervisors. Of specific advantage will be the bus training simulator approved by the Mayor. (See budget story, page 4).

Design Job Begins For Muni's New Streetcar Barn

Engineering design work is underway for the $7 million storage and maintenance facility for Muni's new subway-surface rail cars.

To be built at the present site of the Elkton Shops at San Jose and Ocean Avenues, the installation will include all of the shops for maintaining the new cars.

It will include a network of tracks for storing the new cars, and it will also involve a new K INGLESIDE streetcar line terminal at the adjacent Balboa Park BART station, which will eliminate the existing Phelan Loop and make City College of San Francisco a regular trackside stop.

Gale Freeman Shops in Canada; Buys 11 PCC Cars

Gale Freeman, Superintendent of Electrical Equipment, recently went to Toronto where he picked out the 11 used PCC streetcars the Toronto Transit Commission has agreed to sell Muni.

The cars will be used to maintain a better level of service during use of the longer 17th St. detour around upper Market St. where BART is constructing Muni's new subway.

It became necessary to "borrow" eight streetcars from the N JUDAH line to beef up the three lines using the Twin Peaks Tunnel. That meant assigning 12 buses to replace the N cars.

The Toronto cars will be shipped to San Francisco by rail — to a railhead at Bayshore Blvd. and Geneva Ave. and then trucked to Elkton Shops.

Their estimated cost, using funds of the Muni's non-profit corporation, is $10,000 per car — which includes acquisition, shipping, and refurbishing.

A maximum of six months will be required to put the cars in service, according to Muni General Manager John M. Woods.

A Deal in Steel

With all of Muni's streetcar lines except M OCEAN VIEW slated for re-railing under the Transit Improvement Program at a cost of about $10 million, new track steel is a big item.

That is why Muni decided to buy all the track at the same time — effecting economies through volume buying, time saving, and avoiding later inflation.

L. B. Foster Company of San Francisco is the low bidder for the job of furnishing and delivering rails and accessories for the 10 track jobs (including the entire cable car system) with a bid of $2 million. (See map on page 5.)

The engineering design contract, with a maximum fee of $478,200, was awarded by the Public Utilities Commission to International Engineering Co. of San Francisco.

Boeing Vertol Gets $25.5 Million Job For New Muni Cars

The Boeing Company, long identified with airplanes, will build Muni's new subway-surface rail cars.

Boeing's Vertol Division of Philadelphia has been awarded the contract to build 80 cars for the Municipal Railway and 150 for the Massachusetts Bay Transportation Authority (MBTA). (Photo, page 1)

The Muni and MBTA plan for the joint design and purchase of the articulated cars was approved with enthusiasm by the Federal Department of Transportation's Urban Mass Transportation Administration (UMTA), which pays two-thirds of the bill.

Many of the features designed into the cars, particularly in the cab area, will reflect the views that came from many meetings with Muni operators.

Diagnostic test equipment will bring the total cost to $319,000 per car. The price tag on the complete Muni package will be $25.5 million; and the City's one-third share will be financed through the Muni's non-profit corporation.

First delivery of the cars will be in 20 months from award of contract, with complete delivery in 32 months. The new cars should be operating in the fall of 1975, when the subway construction is scheduled to be finished.

Muni's new cars will be 71 feet long and 8 feet 8 inches wide, and will carry a total load of 180 persons (68 seated and 112 standing).

The PCC cars, which now range in age from 21 to 27 years, are 48 feet long and carry a maximum of 120 persons (55 seated and 65 standing).

The old PCC's are considered quiet; but the new cars, which will also have resilient wheels (a rubber "sandwich" between rim and axle), will be even quieter.

The articulated (hinged in the middle) cars will be double-ended so they can operate in either direction — singly, or in any number up to a 4-car train. Estimated top speed will be 55 miles an hour.

The cars will be equipped with two-way radios, and will have forced air ventilation.

Automatic speed control will provide emergency stopping capability, if the programmed safe speed is exceeded.

Subway Signal System Contract

The contract for building Muni's subway signal system for the forthcoming subway-surface rail cars has been awarded to Wismer and Becker, contracting engineers of Sacramento, on a bid of $3,148,000.

Lowest of four bidders, Wismer and Becker, was involved in construction of Hetch Hetchy Water and Power's Robert C. Kirkwood Powerhouse, and was also retained by BART for work in its Richmond yards.

TOPICS

From Page 1

Administration grant of $19.7 million to the Power Improvement Program, Muni now has the maximum two-thirds Federal financing available to pay the cost of the total $125 million modernization.

You will be reading a great deal about these three big projects, identified generally as TEP, TIP, and PIP.

The main function of the newsletter will be to let operators and other personnel all down the line know what is going on and how it will make their work more interesting and easier. TROLLEY TOPICS will solicit expressions from operators and management alike.

It will give us a method of talking about Muni's coordination with BART, the regional rapid transit system that will serve the people of San Francisco, Alameda, and Contra Costa Counties. A/C Transit, the efficient east bay bus system, is in the picture — as is Golden Gate Transit, which provides comfortable bus service to Marin and Sonoma Counties.

TROLLEY TOPICS will remind you that Muni will continue to carry more people in a day than all the others put together.

Muni has always been big time in the transit business; and now that everybody understands how badly Muni is needed, the job will grow in importance. Our newsletter will help us grow with the job.

TROLLEY TOPICS will be dedicated to all the Muni men who are true transit advocates and know what a good system can do for the people — and who understand the pride that comes from doing a job well.

H. WELTON FLYNN

"Eminently Qualified", Says Mayor Alioto

"This gentleman is eminently qualified for such a position of leadership."

Mayor Joseph L. Alioto was speaking of H. Welton Flynn, who had just been chosen President of the Public Utilities Commission for 1973.

Mr. Flynn accepted the gavel from Acting President of the Commission Oliver M. Rousseau, who was elected Vice President.

He is a partner in a San Francisco accounting firm and was first appointed to an unexpired PUC term in September, 1970, by Mayor Alioto, who reappointed him to a full term in January, 1971.

Mr. Flynn and his wife, Juanita, have two sons. Cedric, 19, is a sophomore premedical student at Brown University; and Gerald, 17, is a senior at St. Ignatius College Preparatory.

The PUC President is a member of the board of directors of Opportunity Through Ownership, a group sponsored by major San Francisco banks which has made nearly $2 million in loans available to minority businessmen.

Mr. Flynn is also a director of St. Mary's Hospital, Treasurer of the Archdiocesan Council of Catholic Men, President of the St. Ignatius Fathers Club, member of the National Association of Public Accountants, and a member of Alpha Phi Alpha Fraternity.

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Cable Car Barn Hosts a Party---- And it Swings

The March 29 Cable Car Barn fashion show got the cable car centennial observance off to a swinging start; and Muni helped host it.

Stephen Dickson and Wade Lee of the Cable Car Division were on the fashion runway for Muni — Dickson modeling a new uniform designed for presentation to Muni by New York designer Bill Blass. Lee was wearing a summer sports outfit by Blass.

Sponsored by Mayor Alioto's Cable Car Centennial Committee, the event was the idea of Mrs. John Ward Mailliard III, the Committee's special events chairman.

Enamored Muni men were soon picked up in the strong slip-stream created by Mrs. Mailliard and the 20 or so other young women who helped her put the event together.

The party, described by Herb Caen as "the closest thing yet to old San Francisco", was unlike anything San Francisco — or the Cable Car Barn — had ever seen before.

It drew a good Muni attendance — General Manager Jack Woods; John T. Squire, TWU President; Paul Raymore, TWU Secretary-Treasurer; Art Franke, Cable Car Superintendent; Sam McDaniel and Willie Richardson of the Cable Car Division; and others.

GRIPMAN STEPHEN J. DICKSON modeled prototype of Cable Car Division uniform designed by Bill Blass. With him, from left, are John T. Squire, President, Transport Workers Union; Blass; Dickson; John M. Woods, Muni General Manager; and Paul A. Raymore, Secretary-Tresurer, TWU.

THE PARTY WAS LIVELY before these cancan girls arrived on the scene. Then even the cable machinery seemed to run faster.

BUDGET

From Page 1

The Mayor's action means 18 new supervisory jobs, which will put Muni Manager John M. Woods on a par with heads of other departments by giving him two assistant general managers — one for operations and one for engineering and planning.

There would be 5 new planners, with responsibilities for operational planning, and 7 new training and personnel supervisors to add to the driver efficiency training program.

The Training Department will have a $100,000 bus simulator to work with. It will be for Muni what the Link Trainer has been for training aircraft pilots; and it will be the Nation's first transit use of such a simulator — a product of Utilities General Manager John D. Crowley's visit to the Transpo '72 transportation show in Washington, D.C., last year. He saw the simulator demonstrated for the trucking industry — and took it from there.

Operators who have complained about dirty coaches will be pleased to know that jobs for 1 new car cleaner foreman and 1 car cleaner were approved. Additionally, the Mayor approved two new automatic bus washers to replace the worn out machines now in use.

Also approved were 2 new night dispatchers, 1 day dispatcher, 2 schedule makers, 3 traffic checkers, 1 foreman janitor, 1 electric transit shop sub-foreman for the Cable Car Division, 1 auto body and fender foreman, 1 transit equipment shop supervisor, 1 glazier, 1 security officer, 2 security guards, 2 armored truck operators, 1 armored truck guard and 3 museum guards.

For the first time in history the Muni seemed to be getting enough money to get a start on an information program for which Mayor Alioto approved over $200,000, a far cry from the $20,000 allocated for the current year.

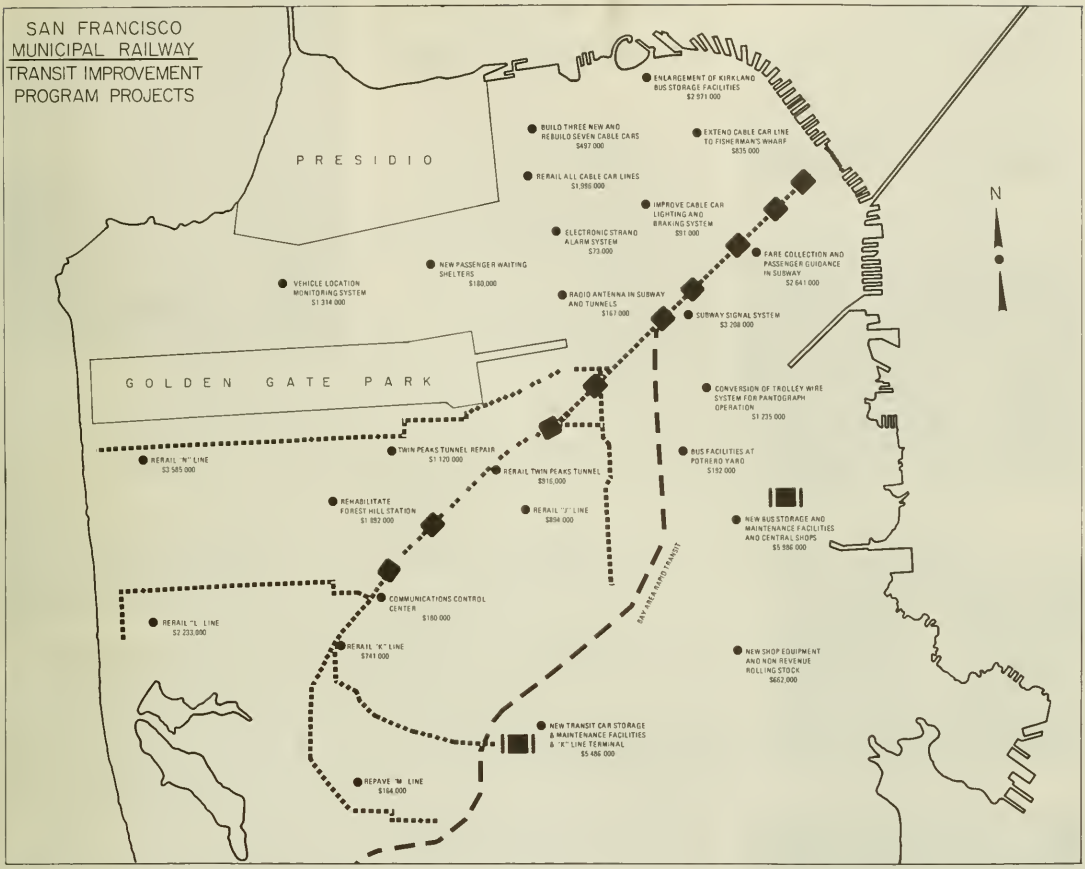
Additionally he approved five new positions for the Transit Information Bureau — a chief and a senior transit information clerk, and three transit information clerks. This Bureau will be placed under the direction of the Bureau of Public Service following renovation of space at Presidio Division and actual acquisition of new personnel.

Upgrading this bureau will contribute greatly to improving Muni's image, because these relatively unsung workers are — next to the drivers — our first line of contact with the public.

Mayor Alioto allowed a total of $300,000 for Muni to use according to its own priorities in buying new shop equipment.

The long depleted uniform account was allocated $100,000, an increase of $50,000 over the amount granted last year.

The Transit Improvement Program -- $44 Million Worth



SCOPE OF MUNI'S $44 MILLION TRANSIT IMPROVEMENT PROGRAM is demonstrated by this map which was prepared by the TIP staff, under Rino Bei, Project Director. The Urban Mass Transportation Administration has granted Muni two-thirds Federal funding for this and the Transit Equipment ($51.5 million) and Power Improvement ($30 million) Programs.

February Safety Record Better in Four Divisions

Accident rates dropped well below the average for the last three years during February in four of Muni's six divisions, according to Curtis E. Green, Public Utilities Commission Director of Personnel and Safety.

The following table shows the average percentage for 1970-71-72 and the February average accident rate for each 100,000 miles operated and the per cent increase or decrease:

Division	1970-71-72	Feb., 1973	Increase	Decrease
Cable Car	67.20	40.04	–	40.42
Ocean	10.01	8.65	–	13.59
Kirkland	13.38	11.64	–	13.00
Potrero	18.83	17.24	–	8.44
Presidio	19.83	22.37	12.81	–
Geneva	16.95	20.16	18.94	–

WOODS SUPPORTS POLICE PROPOSAL

Muni General Manager John M. Woods has endorsed Supervisor Peter Tamaras' proposal for establishing a special transit detail within the Police Department.

Though our concern for the safety of operators and passengers is serious now, Woods said, it is "minimal compared with what lies ahead when Muni is operating in its upper level of the Market Street subway and through the tunnels."

The only alternative – a police agency within Muni's structure – even though closely coordinated with the Police Department, would lead to fractured law enforcement, he stated.

JASPER COLLIER
Kirkland Division

WILLIAM P. McPARTLAND
Cable Car Division

PETER VELASQUEZ
Potrero Division

EDWARD UNGER
Geneva Division

ALFRED BELCASTELLO
Cable Car Division

Awards Banquet-- All The "Beautiful People" Were There

A Friday night in March, 1974, will be special for Muni.

The Second Annual Muni Safety Awards Banquet, sponsored jointly by the Transport Workers Union and the Municipal Railway will be held on either March 7 or March 22, the selection to be announced later.

"I've been to a good many fancy affairs in San Francisco," said one well known civic figure.

"But I've never seen so many beautiful people as there are here tonight."

He was looking at scores of Muni operators and their wives and girl friends attending the first banquet in the Fairmont Hotel.

All of management was there, too, as well as Muni friends from the neighborhoods.

Mayor Joseph L. Alioto, honorary chairman and main speaker, was in his usual "Muni's-the-greatest" mood, ready to square off with anyone daring to be critical. In his remarks John D. Crowley, General Manager of Public Utilities, emphasized the importance of a realistic budget for the Railway during the coming fiscal year.

H. Welton Flynn, newly elected President of the Public Utilities Commission, was master of ceremonies.

Central figures for the evening were the five award winners, who soon learned from Iver C. Larson, Executive Vice President of the San Francisco Chapter of the National Safety Council, how difficult it was to separate them from other deserving Muni men.

Larson's organization set up the judging committee.

The winners were:

Jasper Collier, motor coach operator, Kirkland Division; William Patrick McPartland, Gripman, Cable Car Division; Alfred Belcastello, conductor, Cable Car Division; Edward Unger, streetcar operator, Geneva Division; and Peter Velasquez, trolley coach operator, Potrero Division.

Each operator received a $250 cash award, and the conductor, $100.

Pictures, Anyone?

Muni has many talented amateur photographers.

TROLLEY TOPICS is interested in good photos that will interest Muni men — transit subjects, your family, just people, the City.

It won't be possible to print them all. Please bear with us if we don't print yours. And we will return all submissions.

Publications

Owl Pocket Schedules On Hand; Just Ask

If you work any of the owl lines and haven't received copies of Muni's owl pocket schedules to distribute to your passengers, let your division superintendent or dispatcher know. He'll get them for you.

Other publications aimed at better informed patrons and less harrassed operators will be available from time to time.

A new and revised edition of Muni's transit map is about to go to the printer. Although it is similar to the first edition, a number of improvements have been made.

New pocket schedules are being prepared for ten lines with the longest headways; and when Muni gets its increased information budget — more schedules will be printed.

Work is also underway to provide passenger information data on interior panels near the operator to help answer some of the frequently-asked questions. This is in response to suggestions by several operators — including Lawrence B. Martin, Shop Chairman, Presidio Division; Tom Hanratty, Geneva; and Sam Walker, Ocean Division.

"The time has come, we are convinced, for the application of some tender loving care to the budget of the Municipal Railway."

SAN FRANCISCO EXAMINER
January 22, 1973

This youngster, name of Woods, was in Muni Engineering when he reported for the earlier TROLLEY TOPICS 20 years ago. Maybe Jack, now General Manager of Muni, can still give us a hand.

Help

Our Newsletter Wants the Facts

We want TROLLEY TOPICS to be the best transit newsletter in the business, and with some help that can happen.

Operators can give us news about operators, — and shopmen can give us news about shopmen. Sources in every department and divison are needed.

There are a million possibilities — experiences you have in serving the public, interesting sidelines Muni men have, achievements of sons and daughters, tips to help fellow workers, etc.

When we get our feet on the ground, perhaps we'll need a sports section — so we're interested in your sports activities. (Lake Green of Potrero Division and his fellow golfers of the Muni Railway Golf Club are now into the 1973 season. They took the A/C Transit golf team in tow last fall and won the perpetual A/C-Muni trophy.)

Publishing a monthly newsletter can be a pleasure — if copy comes in regularly. Otherwise, it's heavy.

Until you find out who the TROLLEY TOPICS correspondent is in your division, send your items of interest either to Jim Leonard, Public Service Director, Public Utilities Commission, 287 City Hall, San Francisco 94102 — or to Robert B. Rockwell, Bureau of Public Service, Room 231, Municipal Railway, 949 Presidio Avenue, San Francisco 94115.

Report

SPUR Makes Some Points for Muni

The familiar SPUR (San Francisco Planning and Renewal Association) report on "Building a New Muni" can be summed up in these paragraphs:

"Both drivers and management (of Muni) are painfully aware of the service inadequacies which have been allowed to develop over the years.

"Every year for the last ten years, Muni has requested budget allocations which would make possible the improved maintenance, car cleaning, training and management needed to bring the system closer to par.

"But these proposals have not met with support from the Mayor, the Supervisors, nor as yet the transit-riding public.

Following are a few comments on the report:

About a year ago, after conversations with Muni and the PUC, we began to perceive a willingness, a will, and a desire to come out from under the cloud. They were able to conceive and develop the $125 million improvement programs now under way. (Robert C. Kirkwood, SPUR President)

- In the last ten years the Muni budget fell from 9.7 to 8.4 per cent of the total City budget. (Kirkwood)

- Ten years ago Muni had 120 inspectors. Last year it had 57. This year they are asking for 10 more. (Kirkwood)

- Under ideal management conditions four persons should report directly to a general manager. In Jack Woods' case there are about 50. This is why middle management personnel are essential. (Kirkwood)

- In 1936 Muni budgeted $900,000 for its stores revolving fund. Now it has $800,000. They want an additional $100,000 to get back to the 1936 level. (Kirkwood)

- Muni is requesting 72 additional operators to bring its complement to 1902, the absolute minimum to maintain the desired level of service. Last September the work force fell to 1695. (Kirkwood)

- This is going to be the salvation of the City. (Supervisor John Molinari)

- I think the taxpayers deserve a good transit system. We should see that they get it by making the money available. (Supervisor Peter Tamaras)

Jesse Shoats, Jr., Friendly Driver

Outdoorsman, motorcyclist, and friend of the people.

This is Jesse Shoats, Jr., Muni operator for the past 16 years, and "Muni Man of the Month".

He holds a 1 to 8-year Consecutive Safe Driving Award, presented by the San Francisco Chapter of the National Safety Council. Allen Byrne, his Superintendent at Ocean Division, attests to Mr. Shoats' outstanding personnel record.

He is more than a friendly interlude in the day of Muni passengers of the 53 SOUTHERN HEIGHTS line.

"It's what we call a neighborhood line," Mr. Shoats explained.

"Gradually, you get to know most of the regular passengers, and you watch the kids grow up and change schools. Now and then you are able to help someone out."

He and his wife, Ursula, are parents of a daughter and two sons. Paula is a student at Galileo High School; Jesse III attends Balboa; and Mark attends Potrero Junior High School.

Mr. Shoats enlisted in the U.S. Army from his native state of Oaklahoma; and after four years in Korea and Japan he re-entered civilian life and became a service technician for Metro Goldwyn Mayer.

The Urban Mass Transit Administration wants Muni's new subway-surface rail cars, being built by Boeing, to become the nation's standard light rail vehicle.

February Muni Man Howard Spriggs Likes Potrero Job

HOWARD SPRIGGS, "MUNI MAN" for February, likes his Potrero Division assignment so well he'd like to stay there permanently.

Assigned to the 7 HAIGHT line, Spriggs has turned 11 years of Muni service into a 10-year National Safety Council safe driving award.

Fred Pfeifer, Potrero Division Superintendent, states that his record is outstanding in all respects.

Spriggs and his wife, Jacqueline, are parents of a daughter, Sibyl, 7, who is in the second grade at Ortega Elementary School in Pacifica.

Although he has a nurseryman's talent for making things grow, Spriggs took a cue from his father, Rush, who retired from 21 years' Muni service in 1968.

He likes to "work with the public"; and among its operators, Muni has many experts in the field.

"SPUR proposes as a matter of urgency that the Muni be given top policy priority. What this means is a decision by the Mayor and the Board of Supervisors for adequate funding, which the Muni certainly has not received in the past."

San Francisco Chronicle
Mon., Mar. 5, 1973

"MTC" Not Just Another Planning Agency; Watch It

We will be reading more and more about "MTC" (Metropolitan Transportation Commission) from now on.

It was created by the State Legislature in 1970 and given the job of planning the future of all means of transportation in the nine bay area counties — San Francisco, San Mateo, Marin, Alameda, Contra Costa, Napa, Sonoma, Solano, and Santa Clara.

John D. Crowley, General Manager of Public Utilities, and attorney John E. Dearman are San Francisco's representatives on MTC.

This new agency is of great importance to everyone connected with Muni.

It allocates money received from the sales tax on gasoline, and controls to a great extent Federal funds that become available for Muni studies and projects.

MTC is charged with coming up with a unified regional transportation plan in June of this year.

Assemblyman John Francis Foran of San Francisco is credited with being the father of MTC, because he introduced the legislation creating it.

TROLLEY TOPICS

Published monthly by and for employees of the San Francisco Municipal Railway by the Bureau of Public Service of the Public Utilities Commission. Its purpose is to help achieve a high level of service to the public through constructive and friendly employee communication.

John D. Crowley, *General Manager of Public Utilities.*

John M. Woods, *General Manager, Municipal Railway.*

James H. Leonard, *Editor, this edition.*

Marshall Moxom, *Photography.*

Editorial Office — Room 231, Municipal Railway, 949 Presidio Avenue, San Francisco, Calif. 94115 — Phone 558-2301

Volume 1 Number 1

Isaac N. Duncan Gets Relations Post

Muni operator Isaac N. Duncan, assigned to the 1 CALIFORNIA line out of Presidio Division, has been appointed to Richmond's Commission on Human Relations.

A Muni man for 14 years, Duncan, a Richmond resident, is the father of six children.

THE CREW OF APOLLO XVII who took the Spaceship America to the moon December 6-19, 1972, recently met the crew of a San Francisco cable car that takes passengers "half way to the stars". (From left) Capt. Eugene A. Cernan, Harrison H. Schmitt, William A. Love, conductor, and Samuel A. McDaniel, gripman. Capt. Ronald E. Evans, the third astronaut, was there, too, but is not in the photo. The woman with the blond hair in the background is Mrs. Cernan.

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TROLLEY TOPICS

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VOL. 1 NO. 2 SAN FRANCISCO MUNICIPAL RAILWAY MAY, 1973

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Tony Saunders of Ocean - Muni's Good Samaritan

The gentleman came to the office of Allen B. Byrne, Ocean Division Superintendent, identified himself as Michael Dillon, and asked for the name of the driver who helped Mrs. Dillon three weeks earlier.

Byrne and Tom Curran, Acting Transportation Superintendent, soon identified the driver.

He is Manuel T. Saunders, regularly assigned to the 16 Express.

While deadheading from a 30 Express run on Alemany Blvd. on May 9, Saunders saw a teenage bicycle rider approaching Mrs. Dillon on a sidewalk.

Gaining speed as he passed the woman, the youth grabbed her purse — but it was secured to her wrist with a strap.

"She flipped up in the air and fell heavily," Saunders explained when asked about the incident.

Saunders "hit the brakes" and nearly caught the boy who persisted in trying to get Mrs. Dillon's purse.

Saunders, who served with an Army field hospital during World War II, determined that Mrs. Dillon could be moved, even though her arm appeared to be broken and she was in shock.

Carrying her aboard the bus, Saunders drove her to Alemany Emergency Hospital where she was receiving treatment within 10 minutes of the injury.

Mrs. Dillon, who sustained a compound fracture of the right elbow and a fractured left shoulder, was hospitalized for six days.

Saunders became a Muni operator on April 22, 1946. He was chosen as a Muni Man of the Month in 1953.

New Inspectors

The first eight appointments from the new civil service inspectors list became effective at the end of May — the first permanent appointments of new inspectors since 1970.

More appointments are anticipated soon to replace inspectors being promoted to higher positions.

The new inspectors are Chester L. Hamm, Potrero Division; Herbert L. Jack, Geneva; Thomas M. Mullen, Jr., Presidio; and James H. Sauer, Presidio.

Arthur W. Lewis, Ocean; Arwed C. Holmberg, Geneva; Walter Ware, Ocean; and Richard J. Sinigiani, Geneva.

POLICE PROGRAM WILL AID DRIVERS

"FARE" (Fatal Accident Reduction Enforcement), an intensified effort in traffic safety education, has been instituted by the San Francisco Police Department.

With the reminder that Municipal Railway operators have been steadily reducing the rate of accidents during the last three years, General Manager John M. Woods has announced Muni will support the police campaign.

Good news to Muni operators is the word that jaywalking pedestrians and those crossing intersections against signals will also be of concern to the FARE program.

Since cooperation of operators is solicited, those with suggestions should contact Curtis E. Green, Director of Personnel and Safety, who will be working with the Police Department during the campaign.

TOTAL OVERHAUL FOR AGED MUNI ELECTRIC SYSTEM

PIP (Power Improvement Program) will rebuild and renew the entire Municipal Railway electrical system to power Muni's new subway-surface cars and trolley coaches. (See map on Page 4).

It will replace an antiquated system dating back to 1900, which is now understandably erratic and undependable.

An application for a two-thirds $20 million Urban Mass Transportation Administration (UMTA) grant to help finance the $30 million program recently received approval.

Muni's $10 million share of the cost (the City's third) will come from Hetch Hetchy Water and Power earnings. A total of $4.6 million has been set aside for this purpose thus far.

The program stands alone in that it is not a part of the $44 million non-profit corporation plan for modernizing shops, garages, and tracks.

Here are PIP's details:

A. Power Supply and Distribution for Market Street Subway and Twin Peaks Tunnel.

1. Three new substations — Civic Center, Church street and Laguna Honda — with total capacity of 24,000 kilowatts (present capacity, 14,000 kilowatts)
2. Two primary feeders and two rectifier units for each substation.
3. Subway and Twin Peaks Tunnel feeders.
4. Supervisory control system and maintenance telephone system.

Cost — $5,420,000 (add'l $1,137,000 by BART)

Turn to Page 5, Col. 3

ANTONE C. "TONY" ZERTANNA, with Muni 30 years, is going to be missed. Allie Thomas, Jr., (left) Transport Workers Union representative at Kirkland Division, and Arthur C. Ryan, Division Superintendent, speak for all of Muni in wishing Tony a happy retirement.

Muni-Bart Coordination Aims At Better Service

The Muni-BART Coordinated Transit Planning Project has developed 34 route change and transit improvement proposals to add to the "general quality and directness" of Muni service in the Mission corridor.

Gerald P. Cauthen, Project Director, stated that some of the proposals would be of citywide benefit to Muni riders. .

The goals of the project are:

1. Coordinate Muni Mission corridor service with BART "so as to make full use of San Francisco's new high-capacity subway system."

2. Develop a coordinated fare plan featuring a discount for riders transferring between Muni and BART. (The Public Utilities Commission will hold a public hearing June 26, 2:30 p.m., Room 282, City Hall, on the fare plan).

3. Provide new long-line, non-transfer routes for Muni riders.

4. Make Muni-BART "complex of lines understandable and easier to use".

5. Provide Muni waiting shelters at key transfer points.

The project team, under Cauthen, consists of the consulting firm of DeLeuw, Cather and Co., Muni staff, and a technical committee of representatives from BART, Metropolitan Transportation Commission, Department of City Planning, Department of Public Works, Redevelopment Agency, Mission Model Cities Agency, and Muni.

Muni's New Budget Better - But Still Below Actual Need

The Board of Supervisors has adopted a $57.6 million budget for the Muni's 1973-74 fiscal year beginning July 1.

This is nearly $10 million more than the budget adopted a year ago ($49.8 million).

But $10.4 million in supplemental requests, approved and pending before the Supervisors, will have been needed to meet Muni requirements during the current fiscal year just about to end.

So the new budget is actually $1.6 million *below* Muni's needs for this year.

Management is still fighting such points as proving that a 1947 Diamond T dump truck – now inoperable – with 131,388 miles on it, needs replacing . .

Or that $30,000 for a new telephone information center to replace the existing inadequate operation that depends upon five telephones is necessary.

Muni Will Test British Styled Double Deckers

Looking to the day when the trolley coach overhead wiring will be removed from Market Street as part of the beautification program, Muni is participating in a three-way project to test-run new types of double-deck buses. San Francisco, New York and Los Angeles are each participating in the project.

Funded by the Urban Mass Transportation Administration, approval of the project is expected shortly after the new 1973-74 fiscal year begins July 1.

Muni will test two London-style British Leyland double-deckers on Market Street as possible future replacements for trolley coaches of the 8 MARKET line. The 33-foot long double-decker, with 70-seat capacity, would be used for local surface runs on Market Street to supplement Muni subway service.

Similar tests will be conducted by the New York Transit Authority and the Southern California Rapid Transit District. Total cost of the double-deck project is $1.5 million.

The San Francisco tests are expected to continue for approximately two years, and the double-deckers may be tried out on such other special runs as the Candlestick Park sports express.

Enjoyed Riding

William R. Foster of Adelphi University, Garden City, New York, was one of many attending the recent College Union Convention in San Francisco. Here is what he had to say about Muni:

"We enjoyed riding with MUNI and, compared to other cities, the personalities and demeanor of the bus drivers and for that matter, all the conveyances I used were really great!

They had heads on their shoulders and were willing to talk and help us get oriented. It was a relief to me each time I went out to look for an arriving bus to find it where it was supposed to be at the appointed hour."

We hope Clifford Chester, Transit Revenue Supervisor, who has been ill for some time, will be back with us soon.

• • •

Second Flyer Test Trolley Coach Coming

Muni has given the Winnipeg plant of Flyer Industries, Ltd. word to send a second new prototype trolley coach, similar to the one now in operation.

Our other Flyer is the first vehicle of its kind to be added to the Muni's fleet since 1951.

The Flyer orders called for entirely new coach bodies, complete with wheels and tires. The completed bodies go to the General Electric repair plant in Emeryville for final fitting of rebuilt motors, controls and trolley poles. This is an ingenious way of saving over $6 million at the rate of $20,000 per coach.

The prototypes are built to specifications prepared by Muni in collaboration with Flyer Industries, and represent a pooling of experience gained by many years of trolley coach operations in San Francisco, plus special knowledge acquired in the production of the trolley coach fleet used by the Toronto Transit Commission.

They are equipped with air springs for a smoother ride for Muni passengers, plus a pneumatic power steering assist to make life better for the operator.

From the prototypes will come the experience to write specifications for Muni's rehabilitation of the entire fleet of trolley coaches. The result will be an essentially new vehicle, quiet and non-polluting, good for another 20 years of economical service on the tough routes of the Muni system.

Muni, TWU Agree To Regain Arbiter

The contract with attorney William Eaton to serve as impartial hearing officer in all advisory arbitration proceedings has been extended for one year (to May 8, 1974) by the Public Utilities Commission.

His retention, concurred in by the Transport Workers Union, was effected under terms of the Memorandum of Agreement between the City and TWU.

Back from three weeks in France, Morocco, and other points is Mary Gonzales of TIP. Same for Ray Quan, head of Engineering, after leisurely days in Spain and Portugal.

* * *

CABLE CAR DIVISION Mechanic Albert Schmadeke is shown here with 5 of the 10 "Unusual Scouters" of the Cable Car Patrol he will take to the National Boy Scout Jamboree next month. They are (from left): Paulus Kam, Michael Halloran, Mark Bulnes, Daniel Burrie, and Simon Gomez.

Devoted Muni Scoutmaster Taking Troop to Jamboree

Spend some time with Albert Schmadeke and the "Unusual Scouters" of Troop 11, the Cable Car Patrol, and you'll get a picture of true dedication.

Al, a Muni man for 27 years, is their Scoutmaster; and on July 30 he is going to take 10 of the 22 boys in the Troop to the National Boy Scout Jamboree in Farragut, Idaho.

The Boy Scouts call them "Unusual Scouters"; and that's their way of referring to handicapped youngsters.

Whether victims of polio, muscular dystrophy, or mental retardation, they seem to be straight and tall when they salute the flag. Their leader is devoted to them.

"They go out of their way to help each other," he explained. "They are always willing to learn."

Al, a mechanic in the Cable Car Division, also leads Troops 43 and 74. He spends three nights a week with the boys — sometimes five nights.

He and his wife, Frances, are parents of four sons, all ex-Scouts — Albert, Jr., of Novato; Peter, Sunnyvale; Daniel; and Phillip, a senior at Balboa High School.

Al was born on Baker Street, between Post and Geary, just two blocks from Muni headquarters at Geary and Presidio.

His first Muni assignment was the Cable Car Division in October, 1946, and he has been there ever since, except for two years at Geneva Division and one year at Elkton Shops.

Holder of the Training Award Scouters Key and the Scoutmaster Key, Al recently received the Silver Bear Award, one of the highest Scouting honors an adult can receive.

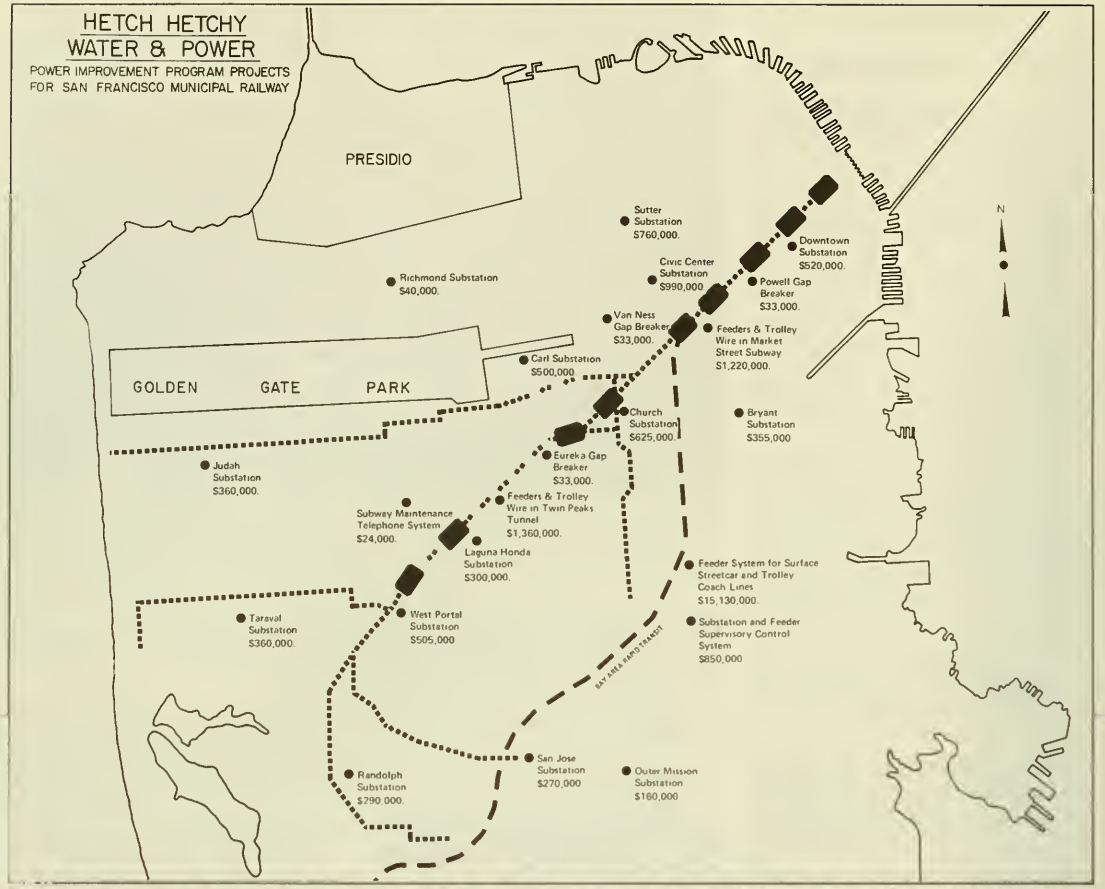
There is a postscript to Al Schmadeke's story. He is a fund raising worker for the California League for the Handicapped.

Muni VFW Wants Men

With 80 per cent of its membership consisting of Municipal Railway men, the West O'Peaks Post of the Veterans of Foreign Wars is recruiting new members.

Commander of the Veterans of Foreign Wars post is H. Roy Smith, Potrero Division operator. Robert L. DuFresne (Muni Central Control) is quartermaster.

Membership is open to all men who served overseas in the U. S. military during time of war. If you are interested in further information, call Smith (584-3798) or DuFresne (648-9348) after 7 p.m.



MUNI'S $30 MILLION POWER IMPROVEMENT PROGRAM has received two-thirds Federal financing by the Urban Mass Transportation Administration. It is directed by Oral L. Moore, General Manager of the Hetch Hetchy Water and Power System, through the Transit Power Division. This map was prepared by the TIP staff, under Rino Bei, Project Director.

Japan Firm Builds Rail Car Bodies

The first of the major sub-contracts in the manufacture of Muni's 80 new subway-surface rail cars has been negotiated by Boeing-Vertol.

The Tokyu Car Manufacturing Co. of Japan, represented by Mitsubishi International Corp., will design, manufacture, and test the car bodies.

(See the April Trolley Topics for complete details on construction of the new cars).

A Matter of Rights

"The major issue to be considered is that of freedom of press and constitutional rights."

So states the Market Street Development Project newsletter in discussing the problem of excessive newsracks on Market Street and downtown sidewalks.

Patience, Mrs. Larraby.

Next time you fall over a newsrack while leaving a bus, just remember you have struck a blow for freedom of the press.

New Seat Repair Technique Studied

Until the minds of seat slashers can be healed, all Muni can do is repair the damage.

Progress in that direction may have been made, according to Raymond F. Quan, head of Muni's Engineering Division.

It involves a thermal setting compound to weld the foam and vinyl covering — without removing seats.

The patch is regrained to match the original seat cover, and then repainted. Durability is as good as the original, and the whole procedure requires a maximum of 30 minutes.

MUNI OFF-SPRING IN THE HEAT OF SCHOOL ATHLETICS

It's easy to form the impression that without Muni, a good many school athletic programs would be in trouble.

PHIL SMITH is an all-American guard for the University of San Francisco basketball team, and has received offers from Notre Dame and the American Basketball Association.

His father is **Benjamin Smith**, a former Muni Man award winner who is now driving out of Presidio Division.

* * *

DENISE GROVES, 14-year-old daughter of Potrero Division's **Joe Groves**, is a Potrero Junior High School student who runs the 100 meter hurdles in 14.7 seconds. A teammate of Karen Elmore with the Millbrae Lions Track Club, she is also on the 440 relay team. Her time in the hurdles was third best in the State at the recent statewide meet in San Diego.

Her brother, Kevin, 16, is a star contender in all sports at San Mateo High School. The proud father, seven years with Muni, works the 14 MISSION line.

* * *

Six-foot-four DENNIS MCCOLLINS, 16, is a first stringer on both the football and basketball teams at John F. Kennedy High School in Richmond. He will be a junior in September. He plays defensive tackle on the football team, and forward and center for the basketball squad.

His father is **Robert McCollins** of Presidio Division.

* * *

JODI LEE WALKER, 17, who will be a senior at Washington High School in September, has played as wide receiver and defensive back for the school for the last two years.

His father is **Robert Walker**, Presidio Division.

* * *

STEVE HERNANDEZ, 16, played flanker back on the Petaluma High School team that won the Sonoma County championship. Steve, 160 pounds at 5 ft. 11 in., made the all-conference team.

His father is **Sal Hernandez** of Potrero Division.

* * *

(Editor's note: Will more Muni people let us know about their youngsters?)

Charles Elmore's Daughter a Comer

Surrounded by heralded women Olympic contenders at the recent Modesto relays was a 14-year-old eighth grader from San Francisco's Zion Lutheran School.

She is Karen Elmore, daughter of Charles Elmore, Presidio Division operator.

Karen placed sixth in the long jump with a jump of 18 feet 10½ inches; but she has posted 19 feet 6 inches.

She has run the 100-yard dash in 10.6 seconds, and the 220 in 24.4 seconds.

Young women like the spectacular Fran Sichting of Southwest Oregon Community College won the attention of the press at Modesto. But just keep your eye on Karen Elmore.

Mr. Elmore and his wife, Irma, are also the parents of 15-year-old Reggie, who will begin his sophomore year at Washington High School in September.

Softball Hopefuls Flexing Muscles

The Transit Improvement Program (TIP) softball team has taken to the sandlot with a vengeance; and in spite of a rude setback at the hands of Hetch Hetchy, they are flinging challenges in all directions.

Muni Accounting is next on their list; and Demo Adams said his accountants will give a good accounting — and "our team is prettier, because half of them are girls."

TIP will try its luck with Hetch Hetchy again on June 28.

"The results of the first game are not as important as the superb good time everyone had," Coach E. P. Moore said cagily.

Hetch Hetchy's Oral Moore agreed, but explained that his tribe's 23 to 5 victory margin "added to the evening".

Madeline Rougley, petite little steno in the Transportation Department, worked until 5 p.m. on June 12; and during the early hours of June 13 gave birth to 7-pound Gregory Ernest. Father Ernest, formerly with Muni, is in BART's security forces.

* * *

The Best for "Mac"

"Mac, we will miss you.

"Have a happy and healthy retirement. It has been wonderful working with you. Thank you for a job well done. Sincerely, Operators and Office Personnel Potrero Division".

This was Potrero's message to operator Gilbert McClellan on his retirement on May 30.

"Mac" joined Muni as a motorman in October, 1941, and, according to his fellow workers, performed nobly as a Jack of all trades during his 32 years of service.

ELECTRIC *From Page 1*

B. Power Supply and Distribution for Surface Rail Lines.

1. Five new and one rebuilt substation (increasing power capacity from 7,000 to 16,000 kilowatts). The San Jose Avenue substation was built in 1902 (approximately).

   Cost — $8,260,000

C. Trolley Coach Services in Sutter Substation Area.

1. Replace Turk and Fillmore substation, built about 1900, with new facility in vicinity of Sutter and Fillmore.
2. Two new rectifier units.
3. Underground Fillmore feeders.

   Cost — $5,130,000

D. Trolley Coach Services in Bryant and Downtown Substation Areas.

1. Replace Bryant substation, built in 1902, and replace converters and rectifier units in downtown substation that was built in 1920.

   Cost — $4,980,000

E. Trolley Coach Line Services — Remainder.

1. Replace 750 kilowatt rectifier in Outer Mission Substation (built in 1953) with 2000 kilowatt unit.
2. Underground feeders on Mission between Silver and Geneva Avenues.
3. Replace Richmond substation's two 1500 kilowatt and one 2000 kilowatt converters (only one still operable) with 2000 kilowatt rectifier now at West Portal substation.
4. Underground feeders along Eighth Avenue, California Street, and Fulton (east of Stanyan).

   Cost — $6,210,000

KIND WORDS FOR MUNI; WE GET LOTS OF THEM

Muni operators are frequent victims of complaints, because their jobs set them up for it. They are in contact with many people during the day.

Hen-pecked at home and bullied by an overbearing boss at work, Joe Rider can be a tiger in between — lashing out at anything that moves.

Quite often he is a paper tiger, firing away from behind the typewriter, or with his ball point pen.

But now and then he is a kindly person who would rather speak out *for* someone who had a kind word for him.

There are plenty of kind words for Muni and its personnel; and here are some samples:

"My husband and I just returned from a month's vacation in that fabulous city of San Francisco. How did we get around? By bus. We had rented a car but gave it up when we realized what a fantastic and inexpensive bus system the city had . . ."

(Mrs. M. Kamens in the Hartford (Conn.) Courant)

* * *

"During the past year I have had occasion to ride the buses at various off-peak hours during the day, and have observed drivers assisting tourists with maps, directions, and other inquiries. In addition, I have seen instances of incredible patience and understanding in dealing with young children on the buses during the school dismissal hour."

(Margo Cranston).

* * *

"We enjoyed our visit, and your transit map was indeed useful. Your transit system is excellent." (James G. Carr, Casper, Wyoming).

* * *

"As a Muni admirer, I was heartened to find that you do not lay all the problems at the door of the management. I have followed the news of the modernization program with increasing amazement. The fact that this sort of improvement scheme could be instigated at all is cause for reflection that here must be a different degree of management from the norm. Many city transit systems are on the slippery slope downhill and seemingly quite content to stay that way."

(John S. Reeves, Aldwick, England, in letter to John Jacobs, Executive Director of SPUR, which published recent study on Muni).

* * *

For his sensitive handling of a lost 4-year-old child who wanted him for his daddy, Geneva's Cerial Castillo received the praise of his N JUDAH passengers, one of whom wrote:

"He truly was great, and so human. My congratulations go highly to him."

* * *

"We, the undersigned would like to bring to your attention the courtesy and pleasantness of Driver 2303 (M.J. Harrington, Jr., Kirkland) who drives the 45 bus during the commute time, which, of course, is most trying, and yet we have never found him to be insolent or discourteous in any way." (52 signatures)

* * *

"I am writing this letter to tell you of my appreciation for employing a very nice, extemely courteous and unbelievably helpful driver. The name of this gentleman is Mr. R.C. Hamilton (Ocean Division), and I am glad the Muni employs people like him."

* * *

THOMAS M. MULLEN, Muni Man of the Month for April, made it just in time. Soon after he was promoted to Inspector.

TROLLEY TOPICS

Published monthly by and for employees of the San Francisco Municipal Railway by the Bureau of Public Service of the Public Utilities Commission. Its purpose is to help achieve a high level of service to the public through constructive and friendly employee communication.

John D. Crowley, *General Manager of Public Utilities.*

John M. Woods, *General Manager, Municipal Railway.*

James J. Finn, *Director, Bur. of Transportation.*

James H. Leonard, *Editor.*

Marshall Moxom and Ken Snodgrass, *Photography.*

Editorial Office — Room 231, Municipal Railway, 949 Presidio Avenue, San Francisco, Calif. 94115 — Phone 558-2301

Volume 1 Number 2

"The quick thinking of operator 2301 saved me from being the victim of a juvenile gang of purse snatchers. They grabbed my purse and headed for the back door but the driver, suspecting something funny, did not open the door and I was able to retrieve my purse from the steps where they dropped it.

The driver, No. 15 bus, radioed the Central Control, but the three boys escaped through the back window."

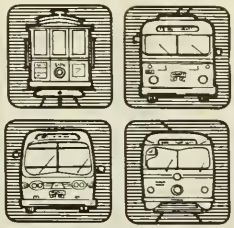
This letter was referring to Lloyd Williams of Ocean Division.

* * *

EDWARD DANNER, Kirkland Division, was Muni Man of the Month for May. Fellow operators say he can best be described as a "community man".

Vol 1, no 3
June-July 1973

TROLLEY TOPICS



DOCUMENTS
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VOL. 1 NO. 3 SAN FRANCISCO MUNICIPAL RAILWAY JUNE-JULY, 1973

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BIDS COMING IN FOR TWIN PEAKS TUNNEL TRACK RENEWAL JOB

Muni's Transit Improvement Program (TIP) will receive bids September 27 on a $1,000,000 contract to renew Twin Peaks Tunnel tracks between the west (Ulloa) and east (Castro and Market) portals.

Four bids were received June 27; but all were rejected because the low bid contained irregularities, and the second bid was about $400,000 higher.

The revised contract, according to Rino Bei, TIP Program Director, will give contractors more flexibility by allowing alternatives of using either portable crossovers or a portion of the M Line tracks as a staging area for fabricating tracks.

The 335-day project will be the toughest of 10 Muni streetcar track renewal jobs. It will be the first re-railing in the tunnel since original track installation in 1917 — except for minor repairs in 1939 and 1951.

Construction will be suspended during rush hours, if necessary to maintain service. If requested, streetcar operations will be halted weekdays from 10 p.m. to 4:40 a.m. eastbound, and from 11 p.m. to 5:30 a.m. westbound.

Subject to prior approval, shutdowns may occur during weekend hours of light travel.

Despair To Delight

Operator Ray Bianchi of Potrero Division is Mrs. Elda Rudolph's candidate for Muni Man of the Month.

She recently left a bag containing a "substantial amount of money" on a Muni coach.

Worry changed to sheer joy when Muni Lost and Found told Mrs. Rudolph that the bag with valuable contents had been turned in — contents intact.

Support the Crusade

The city government campaign of the United Bay Area Crusade (UBAC) is moving toward the end of its drive to raise $232,000 — and $31,000 of it is expected from Muni operators.

No hopes for success exceed those of Edmond Moren, coach operator of Presidio Division.

Mr. Moren was one of several employee representatives who visited various UBAC agencies for a first-hand look at how donor dollars were being spent. He visited the San Francisco Boys' Club.

If you haven't made your UBAC arrangement, contact Arthur Franke, Assistant Transportation Superintendent, Muni's Chairman, and he'll tell you how to do it.

City Youngsters Are Muni Man's Delight

Lathay McFadden has an investment in San Francisco; and his commodity is children.

A considerable amount of his off-duty time is devoted to fourth, fifth, and sixth graders at All Hallows School and Burnett Elementary School.

Two nights a week he is with another group of youngsters — a Cub Scout pack of Troop 595. He has been a Cub Scout leader for the last four years.

McFadden is assigned to Kirkland Division, and works Run 41 on the 38 GEARY line. September 28 he will have been with Muni for 15 years.

Helping in the school recreation area, he also organizes and assists with field trips, bicycle rides, and other activities.

Mr. McFadden and his wife, Betty, have two children of their own — Regina, 9, and Lathay, Jr., 13.

VETERANS MOVING UP LADDER IN UPPER MANAGEMENT RANKS

The first Civil Service Municipal Railway promotional exams in five years have produced an extensive reorganization in top management.

All of the men involved are veterans of at least 20 years' service:

Carl Barton — Superintendent of Transportation. Became a Muni operator in 1949, moving up as inspector, dispatcher, chief inspector, and division superintendent. He and wife, Mary, are parents of Merla, Carol, William, and Chester.

Arthur Franke — Transportation Assistant Superintendent. Motorman in 1947, then inspector, schedule maker, day dispatcher, claims investigator, and division superintendent. Has two daughters at California State University, San Francisco, and one at Star of the Sea Academy.

Frank E. Bauer — Chief Inspector. Streetcar conductor (1947), operator, motorman, inspector, dispatcher, Central Control, and Assistant Chief Inspector. He and Catherine are parents of Leo, junior civil engineer with Hetch Hetchy System; Theresa, teacher in Woodland; Ann, senior at Mercy High School; and twins, Kenny and Barbara.

Arthur Curtis — Assistant Chief Inspector. After joining Muni in August, 1961, worked on all Muni vehicles. Advanced to night dispatcher and inspector. With three years at City College and California State University, San Francisco, is working toward a degree. Opera season ticket holder, rail buff, and cook. Active in Coast Guard Reserve.

Guy Wright — Assistant Chief Inspector. Has operated nearly all Muni vehicle types, advancing to dispatcher and inspector. Holds Bachelor of Arts degree from California State University, San Francisco, in psychology.

Turn to Page 2

MUNI MEN MOVING UP (See Page 1)

Carl Barton

Arthur Franke

Oscar Norman

Arthur Ryan

Frank Bauer

Arthur Curtis

William Riley

Toyoo Nitake

Guy Wright

Gene Henderson

Reed Jordan

David Jones

Joe Crossley

John Virgil

Allan Byrne

Jerry Brown

VETERANS *From Page 1*

Oscar D. Norman – Division Superintendent, assigned to Geneva Division. Joined Muni in February, 1951, drove buses and trolley coaches. Became inspector and claims investigator. He and his wife, Flora, have eight children and four grandchildren. Active in religious and civic groups such as the Archdiocesan Pastoral Council, All Hallows Housing Foundation, San Francisco Black Leadership Forum. Former historian of Wilson High School P.T.A. and ex-President and Board Member of Cathedral High School Fathers Club.

Gene Henderson – Division Superintendent, Kirkland. In 27 years with Muni has driven buses and trolley coaches, served as line instructor, inspector, and claims investigator. Helped reorganize the thriving Municipal Employees Federal Credit Union. Has served in all official capacities in this 2,000-member organization; and is now in 19th year as a Director. Is President of the California Credit Union League. Is married to Naomi.

John F. Virgil – Division Superintendent at Ocean. With Muni as bus operator, inspector, schedule maker, claims investigator, and claims adjuster since 1952. Graduated from Mission High School and has taken courses at John A. O'Connell Trade School, University of San Francisco, and City College of San Francisco. He and Mrs. Virgil are parents of a son and daughter.

Three new top assignments in the Safety and Training Departments are:

Arthur Ryan, Safety and Training Supervisor; **William Riley,** Senior Operating Instructor; **Toyoo Nitake,** Public Utilities Commission Safety Instructor.

New Claims Bureau assignments are:

Reed Jordan, Assistant Claims Agent; **David Jones, Allan Byrne,** and **Jerry Brown,** Claims Adjusters.

New Dispatchers:

Richard Longley, Ocean; **Ronald Gilmore,** Potrero; and **George Kennedy,** Potrero and Cable Car Divisions.

New Assistant Dispatchers:

John C. Owens, Eddie Swift, Perry Sparks, Marion Webb, Main Liggett, Alfred Grayson, Lewis Smith, Floyd Pitts, Jr., and **Walter E. Threadgill.**

New Schedule Makers:

Edward Coleman and **Kent Nelson.**

New Central Control Dispatchers:

William Whittington and **Harry Catchings.**

NOW YOU KNOW the reason for the long faces in the Bureau of Public Service. Barbara Simeoni, a crackerjack stenographer, resigned her position — matrimony in mind. She was married August 11 to William Trawick, Muni operator assigned to Geneva Division.

Henderson Hosts His Kirkland Drivers

George Riley of Kirkland reports "something new" from his division.

The new Superintendent, Gene Henderson, treated his men to coffee and donuts — and the following friendly advice to his drivers:

"One coach seats 48 passengers. Seat No. 49 is yours.

"All eyes from the 48 seats are focused on you — on how well you conduct yourself, and how safely you operate your coach.

"It is hard at times to be nice to someone who is giving you a bad time; but if we don't let anyone put us on the offensive, and if we smile, everyone will be on our side.

"It is easy to commend — but hard to suspend. So let's make it EASY."

George Riley and the veterans at Kirkland hope that all hands will listen to the new "up-from-the-ranks" Superintendent.

Back on the job in the Cable Car Division after a month in Europe is Charles Camilleri, mechanic.

During his vacation Mr. Camilleri visited every country on the continent except Italy and Spain.

Little Leaguers Led To Title By Muni Man

George Muscat, electrical transit mechanic in the Cable Car Division, is a baseball manager with impressive credentials.

His Little Leaguers from St. Paul's of the Shipwreck breezed through the CYO League season undefeated and ended up with the championship.

Last year, the first for George's team of 11 and 12-year-olds, they won two and lost five games. This year it was nine out of nine.

His son, Frank, 12, played shortstop. George and his wife, Louise, are also parents of Rita, 15; Sandra, 9; and Janet 7.

He has been with Muni 10 years, all of them at the Cable Car Division.

Operator Edwin Lee Outruns, Nabs Pair

Two youngsters, ages 12 and 14, reckoned without the speed of Muni operator Edwin Lee recently when they snatched a woman passenger's package aboard a No. 6 MASONIC trolley coach outbound on Market.

They jumped off at the next stop and ran — but not fast enough. Mr. Lee, an 8-year Air Force Veteran, quickly overhauled them, halting (at least temporarily) the pursuit of crime, and returning the package to a grateful passenger.

Mr. Lee, who breaks out the fishing gear at every opportunity, is married and has four children.

"It was something any responsible citizen would have done," he explained.

NIGHT TO REMEMBER NOT WITHOUT ITS SADDER MOMENTS

There were jokes, reminiscences, laughter, and toasts for Joseph A. Ferretti, Stanley E. Hearst, William J. Gillette, and James Verducci at their retirement dinner at the Apostleship of the Sea.

But beneath the surface it was not a happy occasion. Many were hoping that among the young men of the Muni there are four men who will win as much good will from the public as these men did.

AL DAVISON, this year's cable car bell ringing champ was a busy man during the Cable Car Centennial. He is shown here serenading Barbara Davies, Miss Cable Car, 1973.

Ferretti — born June 30, 1908, in Boston, joined Muni as a motorman January 15, 1935. Appointed an inspector September 1, 1943, he made hundreds of friends during his 26 years at the Fourth and Market post.

Hearst — born July 9, 1910, in Fairfield, went to work for the Market Street Railway September 21, 1936, coming to Muni when the City purchased that system in 1944. Has been an inspector, dispatcher, and limited tenure division superintendent.

Gillette — born February 23, 1909, in Des Arc, Arkansas, and joined Muni June 5, 1945. He became an inspector November 23, 1969. Hobbyist in woodworking and electrical fields.

Verducci — born August 23, 1909, in San Francisco, and came to Muni April 29, 1941. Was appointed an inspector January 9, 1958. Talented in gardening, fishing, and structural painting.

Following are excerpts from a letter addressed by Gillette to General Manager John M. Woods:

"During my many years with Muni Railway, I planned for and looked forward to retirement. However, as the time approached I became more reluctant and left with a great deal of concern for the future. Concern for the unknown, for the severance of relationships which I had grown to respect and enjoy; concern for the secure and gratifying feeling of being a part of a great organization dedicated to public service.

TROLLEY TOPICS

Published monthly by and for employees of the San Francisco Municipal Railway by the Bureau of Public Service of the Public Utilities Commission. Its purpose is to help achieve a high level of service to the public through constructive and friendly employee communication.

John D. Crowley, *General Manager of Public Utilities.*

John M. Woods, *General Manager, Municipal Railway.*

James J. Finn, *Director, Bur. of Transportation.*

James H. Leonard, *Editor.*

Marshall Moxom, *Photography.*

Editorial Office — Room 231, Municipal Railway, 949 Presidio Avenue, San Francisco, Calif. 94115 — Phone 558-2301

Volume 1 Number 3

SOLID COMFORT for Gregory Rougley, now 3 months old. Mother is Madeline Rougley, stenographer on leave from Muni's Transportation Department. His father, Ernest, formerly with Muni, now works in BART's security force.

Cables' Carl Payne Bad Medicine For Hoodlum Element

Pickpockets, purse snatchers, and sneak thieves should think twice before victimizing cable car passengers when Carl A. Payne is in the crew.

In a two-week period Carl has nabbed five theft suspects — most of them youngsters who concentrate on women passengers.

Holder of a special police officer's credentials won after 16 weeks of training, Carl explains his success:

"I just keep my eyes open."

He has been with Muni for 11 years; and 9 of them have been with the Cable Car Division.

Carl and his attractive wife, Candace, are parents of a 19-months old daughter — Cherisse.

Quitiquit Retires; Honored by Friends

A rousing retirement send-off was held recently for Don D. Quitiquit, Cable Car Division conductor, by his fellow workers in the Franciscan Room of the Sir Francis Drake Hotel.

Mr. Quitiquit joined the Municipal Railway, June 18, 1956, and started working on the cable cars in April, 1967.

Larry Makes Three

Edna Faulks, one of the charter members of the TIP crew, is working toward a Muni tradition.

Mrs. Faulks, an account clerk, has been with Muni three years; and her father, William Wells, former electric transit shop mechanic at Elkton, retired in 1965.

Her son, Larry, 20, a Lowell High School product, is a new traffic checker in Schedules and Traffic.

Riders Compliment Frank Harrington

Operator Frank T. Harrington of the 17 PARKMERCED Line was inbound on Alemany Blvd. recently when an elderly passenger suffered a heart attack.

While other passengers, in a hurry to get downtown, voiced various demands, Mr. Harrington calmly detoured to an unscheduled stop at Alemany Emergency Hospital — and left the stricken passenger in good hands.

Several passengers promptly fired off letters of commendation to General Manager John M. Woods.

Muni operators in particular, and the Railway generally, have more friends among Parkmerced residents because of Operator Harrington.

More Tracks for "NEW" Streetcars

Bids will be received in mid-September for installation of temporary storage tracks in the upper Ocean Division yard to store 8 of the 11 streetcars being purchased from the Toronoto Transit Commission.

There is room for 3 cars at Geneva Division, one of which will replace car No. 1102, which was totaled in the April 11 accident at 46th Avenue and Ulloa Street.

The Toronto cars, preceded by two extra trucks, will begin arriving in groups of three about October 1.

DAVID J. MC CRAY, Cable Car Division conductor for all of his 10 years with Muni, was June's "Muni Man" winner. Bowling champ, golfer, and brick mason hobbyist, he and his wife, Sharon Ann, are parents of David, Jr., 19; Darryl, 16; Gerald, 14; and Darren, 4.

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July - Sept 1973

TROLLEY TOPICS

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VOL. 1 NO. 4 SAN FRANCISCO MUNICIPAL RAILWAY AUGUST – SEPT. 1973

ENCOURAGING RIDERS BY COMMUNICATING IS AIM OF GRAPHICS JOB

An important step in Muni's progressing improvement program is the contract with Walter Landor Associates, San Francisco based industrial design firm, for a complete identification and design program.

When the Public Utilities Commission approved the $100,000 contract, Commissioner Louis A. Petri rated the Landor group as one of the foremost in the world. Among major Landor jobs has been design work for the Italian air line, Alitalia, and Golden Gate Transit.

"An essential aspect in the task of building a new transit system – which is what we are doing with Muni – is to provide the identification and communication to teach and encourage people to ride it," commented H. Welton Flynn, Public Utilities Commission President.

"The efficiency of a hospital, school, department store – or transit system – depends to a great degree on how easily people can use them.

"That will be Landor's assignment with Muni," Mr. Flynn said.

The design task will include maximum information at subway stations, and streetside stops, station and street maps, printed maps, schedules, and other information devices.

One of the first assignments will be to develop proposed color schemes for the 80 new subway-surface rail cars being built by the Boeing Company's Vertol Division.

The first two prototypes of the new light rail cars are to be delivered to Muni early in 1975.

Before recommending the Landor firm, Muni's Transit Improvement Program staff interviewed 14 firms in the design field – with Landor the unanimous choice.

EIGHT–ACRE HOME

COACH SERVICE CENTER PROJECT STARTING; CHAIN REACTION DUE

Public Utilities Commission approval of a bid call for the $2.5 million first phase of the new motor coach service center at 22nd and Indiana has triggered a complicated chain of Muni construction events.

It will end with the first new bus and rail car service and storage facilities to be built in nearly a quarter of a century.

And Muni operators and shop personnel will be working in two of the finest and best designed bus and rail car facilities in the country – a far cry from the sorry circumstances they now endure.

Rino Bei, as Transit Improvement Program Manager, will conduct this difficult concerto; and it will be up to him to see that all the performers join in at the right time. Here is how the score was developed:

- Early 1975 – Muni begins taking delivery of 80 new Muni Metro subway-surface cars (cost, $320,000 each) from Boeing Vertol.
- Rickety old Geneva carbarn cannot house or store new cars. Anyway, PCC cars must be stored there until the last minute – just before the subway operation begins.
- Muni must have a new facility. Where? Only one place – Ocean and San Jose – but Elkton Shops and Ocean coach yard are there.
- This is where the 22nd and Indiana project enters the picture. Phase I, to be completed next fall, will provide a parking area for 240 buses. And, praise be ... most can be parked herringbone style.

Phase I will also include the washing and cleaning facility, fuel pumps and tank, fare collection equipment, and the tire service area.

Before construction can begin in February, bids must be received and contract awarded; bonds sold; and contract approval by the Federal Urban Mass Trans-

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Mission Muni Driver

("The other day at work I wrote a poem of what I saw through the window on 24th & Mission.")

You struggle with lights
And help them on board.
You keep your smiling face,
Never slamming doors.
Two bits is all
To see the smile you give.

–By Magdelina Wolfe

Bea and Roses

If you have any questions about roses, drop by Bea Sweeten's desk at the Transit Improvement Program.

Bea is President of the Golden Bear Rose Society, and is serving her last term as Secretary of the Northern California-Nevada-Hawaii District of the American Rose Society.

Her husband, Luther, retired in April, 1972, after 26 years with Muni.

Can't Overlook Joe

His picture was included among those newly promoted in the last edition of Trolley Topics – but Joseph N. Crossley, Superintendent of the Presidio Division was overlooked in the copy.

Joe, about to return from a Puerto Rico vacation, became an operator in June, 1948, an inspector in 1963, a dispatcher in 1968, and superintendent last July.

Welcome New Faces, Promotions, Newly Assigned Listed Here

Congratulations to promotion winners and those newly assigned. Welcome to the new Muni employees whose names appear in the following list:

Edward G. Lum, Claims Investigator
Mel A. Domingo, Transit Information Clerk
Virginia G. Thomason, Accountant
Alice Beam, Senior Clerk Stenographer
Bonnie Fitzpatrick, Jr., Transit Service Inspector
Edward F. Nelson, Jr., Fare Collections Teller
George C. Lyons, Fare Collections Teller
Kenton E. Baty, Fare Collections Receiver
Merlin W. Porter, Jr., Fare Collections Teller
Laurence A. Faulks, Transit Traffic Checker
William Vallejo, Automotive Serviceman
Joseph D. Andrews, Electrical Transit Mechanic
Dennis P. Balich, Electrical Transit Serviceman
Thomas J. Crosby, Electrical Transit Mechanic Sub-Foreman
Alvin G. Fisher, Electrical Transit Mechanic Sub-Foreman
George Glover, Glazier
James Kellum, Jr., Museum Guard
Main Liggett, Night Transit Dispatcher
Ray L. Miller, Stationary Engineer
Francis E. O'Brien, Day Transit Dispatcher
George D. Ott, Automotive Mechanic
Kenneth G. Orr, Automotive Mechanic
Perry Sparks, Night Transit Dispatcher
Wyner Spencer, Sr., Janitor Foreman
Jesse Ward, Jr., Day Transit Dispatcher
William H. Howard, Transit Information Clerk
Antonio Juan Militante, Assistant Mechanical Engineer
Maria C. Pendergast, Payroll Clerk
James V. Ross, Jr., Senior Payroll Clerk
Zdzislaw Zakrzewski, Assistant Mechanical Engineer
Dante Young, Transit Information Clerk
David Brown, Transit Traffic Checker
Charles Jauch, Automotive Serviceman Sub-Foreman
Raymond Mendoza, Transit Traffic Checker
John C. Owens, Assistant Transit Dispatcher
Lloyd S. Rubin, Clerk Steno
Russell E. Watner, Electrical Transit Serviceman
Joseph M. Samiere, Transit Service Inspector
Alfred Grayson, Night Transit Dispatcher
Johnny B. Stein, Transit Service Inspector
Nelia T. Tariga, Clerk
Daniel B. Hernandez, Automotive Mechanic
Edward M. Riley, Transit Service Inspector
Peggy Briant, Senior Payroll Clerk
George E. Fail, Jr., Janitor
Arturo Lopez, Transit Service Inspector
Mahel Gin, Payroll Clerk
Richard A. Sullivan, Head Accountant
Laurence K. McCarty, Day Transit Dispatcher
Anthony Jones, Janitor
Ronald F. Lee, Senior Civil Draftsman
Richard A. Merrill, Night Transit Dispatcher
Charles N. Burleson, Transit Service Inspector
Mary A. Higgins, Transit Information Clerk
Lawrence Warner, Automotive Serviceman
Albert Veal, Jr., Electrical Transit Mechanic
Robert E. Lewis, Transit Traffic Checker
Surcy Williams, Jr., Transit Car Cleaner
Thomas J. Daly, Fare Collections Receiver
Cirilo Gutierrez, Janitor
Douglas Hom, Principal Accountant
Anthony Jones, Janitor
Alfred R. Randig, Maintenance Machinist
Ronald D. Gasper, General Laborer
Robert J. Howell, Transit Car Cleaner
David Ho-Yen Lin, Clerk
Frank L. Chapman, Principal Accountant
Leon Dorais, Transit Environmental Coordinator
Albert Fernandez, Payroll Clerk
John A. Giordano, Automotive Mechanic
Harold E. Waterman, Senior Management Assistant
Ernst A. Bessner, Day Transit Dispatcher
Maurice C.W. Mays, Construction Inspector
Louise Platt, Clerk Typist
Rudolph Brown, Fare Collections Receiver
Diego G. Cassone, Assistant Dispatcher
Eddie R. Swift, Night Transit Dispatcher
Walter E. Threadgill, Jr., Night Transit Dispatcher
Charles R. Williams, Transit Car Cleaner
Woodrow Brown, Janitor
Jesse Chilton, Trackman Foreman
Matthew Gino Cinquini, Fare Collections Receiver
John J. Fehrn, Electrical Maintenance Shopman
Wayne C. Pickering, Transit Control Dispatcher
Charles A. Soini, Inventory Clerk
Jane E. Tompkins, Clerk Steno
Louis J. Angeli, Assistant Transportation Division Superintendent
Richard D. Arquel, Fare Collections Receiver
Joseph Coleman, Fare Collections Receiver
Harold A. Corron, Assistant Transportation Division Superintendent
Joseph J. Scherer, Fare Collections Teller
Richard R. Stamper, Jr., Fare Collections Teller
Charles L. Chester, Fare Collections Receiver
Geoffrey B. Mynock, Fare Collections Receiver
Max Owens, Fare Collections Teller
Louis R. Harlow, Stationary Engineer
Yvonne Mullenax, Transit Information Clerk
Patricia Allen Curran, Transit Information Clerk

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MEMORIAM

Prayers and deepest sympathy of many friends were devoted to Inspector Reno J. Bini on the passing of his wife, Eleanor, last month.

Muni Strengthened by 100 New Operators; Will Hire 107 More

On September 1 Muni's operator force had climbed from a low of 1,695 (in September 1972) to 1,795. Just 107 more to go before we reach our full complement of 1,902 men.

The following list contains names and assignments of new operators hired between August 1 and October 9:

Jack B. McGrath, Potrero
John Henry Tennyson, Potrero
Wayne Bertelsen, Geneva
Merrill Collett, Jr., Presidio
Steve Lipson, Cable Car Division
Claude Wheeler, Ocean
John Tobiasson, Cable Car Division
Henry Brodhurst, Geneva
Peter Stone, Cable Car Division
Richard Selsdorf, Kirkland
Peter Straus, Geneva
Leon Cannon, Presidio
Early Davis, Kirkland
Alfonso Tucker, Sr., Cable Car Division
Mathew Joseph, Potrero
Herbert Rodgers, Ocean
John Wilson, Kirkland
Charles Flintroy, Kirkland
Sidney Buckman, Ocean
John Briggs, III, Potrero
Richard D. Danvers, Cable Car Division
Fred L. Brown, Kirkland
John W. Hamburger, Potrero
Arthur Richard Luna, Cable Car Division
Curtis Kelley, Ocean
Huber Raymond Alexis, Geneva
Cyrus K. Afalava, Ocean
Eugene Rogers, Kirkland
Bennie Bates, Jr., Geneva
John Edward Ross, Kirkland
Eddie J. Baker, Geneva
Robert Le Davis, Potrero
James R. Burkhart, Potrero
Courtland Haltrecht, Presidio
Thomas N. Thomas, Cable Car Division
Cleophis Canton, Geneva
Willie James Daniels, Presidio
James Lagrimas Lopez, Presidio
Ray E. Diggs, Potrero
John T. Shipman, Kirkland
Eugene D. Larson, Cable Car Division
Franklin Hall, Kirkland
Gary M. Achziger, Potrero
Boris N. Burluk, Geneva
Augusto A. Aldana, Sr., Geneva
Stanford T. Joseph, Geneva
LeJeune R. Carter, Ocean
Eugene A. Batiste, Ocean
Harold J. Armstrong, Potrero
Richard Dong, Potrero

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PLANNING, MORE PLANNING, SPECIFICATIONS, BIDS — and Voila! Muni's new subway-surface cars are being built. This is the first body shell, photographed in Japan, where the cars are manufactured for Boeing's Vertol Division. (The car is now at Vertol's Philadelphia plant.) Eighty of the articulated 71-foot cars will start arriving in early 1975. They will carry a maximum of 120 persons (55 seated and 65 standing).

Hustling Bei Makes Stanford Ball Team

Watch the baseball team down on the farm, and you will run across a familiar name — Gary Bei, a sophomore this year, majoring in economics.

Second baseman for the Stanford University freshman–sophomore team, Gary was "brought up" to the varsity — after his teammates voted him the "Most Improved Freshman".

His father is Rino Bei, Program Manager for the Municipal Railway's Transit Improvement Program.

Lorraine's Fandango

It was only "Fandango's" third time in the show ring; but he won a fifth award (pink ribbon) for his owner, Lorraine Matulich, in the San Francisco Sheriff's Posse horse show at Golden Gate Park.

"Big and beautiful — a gentle, intelligent mixed Arabian and quarter horse —" the 7-year-old Fandango competed with 24 other horses in the "green working hunter, under saddle" class.

Lorraine works in the Bureau of Personnel and Safety at Muni.

MORE OPERATORS = FEWER MISSED RUNS

Elsewhere in this edition you will read that the strength of Muni's operator force is growing — rising from a low of 1,695 men in September, 1972, to 1,795 on last September 1.

The chart that follows shows how the hiring of new drivers is helping — 301 missed weekday runs in August, compared with 760 in July.

	WEEKDAY RUNS SCHEDULED			MONTH'S MISSED RUNS		
Division	July	August	Sept.	July	August	Sept.
Ocean	6,688	6,992	6,061	55	72	138
Kirkland	5,500	5,750	4,788	57	10	2
Potrero	5,192	5,428	4,484	274	123	96
Presidio	3,498	3,657	3,040	198	36	35
Geneva	3,212	3,358	2,774	51	14	13
Cable Car	946	989	817	125	46	59
Totals	25,036	26,174	21,964	760	301	343

SURPRISE FILLED DAYS FOR LOST AND FOUND

The Board of Education has sent the Muni an official vote of thanks because the two Lost and Found ladies — Ethel Rutland and Mary Ball — have been saving the schools considerable money.

Every year they return about 500 school books left on Muni vehicles, with Public Library recoveries close behind.

Ethel and Mary often phone the youngsters and tell them to come down and pick up the algebra book.

There is variety in the business they transact at Muni's Lost and Found. They get everything from false teeth to crutches.

Ethel and Mary are both former platform workers, Ethel going to work for Market Street Railway in August, 1942, and operating a streetcar out of Geneva before coming to Lost and Found.

Mary, who came aboard in November, 1942, was a cable car conductor for nearly 13 years.

Ethel plans to retire in January, and Mary will follow her soon after, when she has the age 55 to go with her 30 years' service.

CENTER *from page 1*

portation Administration, which is footing two-thirds of Muni's modernization bill.

With completion of Phase I in the fall, the Ocean Division coaches will be transferred to 22nd and Indiana.

Elkton Shops, the "temporary" post-1906 earthquake structure that became permanent, and Ocean Shops will then be demolished so construction can start on the Muni Metro Center.

Phase II at 22nd and Indiana will involve consolidation of all shop work now performed at 24th and Utah and a new cable car shop. It should be completed and ready for use in late 1975.

The full cost of this entire facility, including $1,650,000 to buy the land, is estimated at $11 million.

The 8.2-acre site is now almost 95 per cent in City ownership, and five small pieces of land still outstanding should be in Muni's hands by next March.

Remember James Leach, a Muni operator for five years?

Having recently completed training at the California Highway Patrol Academy, he is now working out of Glendale.

SOLID CITIZEN is William Valentine, Potrero Division's Muni Man of the Month for September, shown here with his beautiful family. Standing around him (from left) are his wife, Betty; daughters Phyllis, 16; Sheilah, 13; Latrena, 11; son Ronald, 14; and his mother, Mrs. Gaynell Miles. At his shoulder is Gregory, 5. Also part of the family picture (lower left) is Cindy.

Riders Find Friend When They Board The Valentine Trolley

Many people who board Muni vehicles each morning could be classed as friendless – at least that is the way they appear to see themselves.

That situation is reversed, however, when they board William Valentine's coach.

Potrero Division's contribution to Muni Man of the Month ranks, Mr. Valentine greets each rider with a friendly "Good Morning."

An operator for only two years, his letters of commendation began coming in when he was still in his probationary period.

A talented trolley coach operator, Mr. Valentine is assigned to the 47 POTRERO line Tuesday through Friday and to the 6 MASONIC on Saturdays.

At home with his wife, Betty, and his mother, Mrs. Gaynell Miles, are five handsome children: Phyllis, 16, student at Lincoln High School; Ronald, 15, Balboa High; Sheilah, 13, Aptos Junior High; Latrena, 11, Paul Revere Elementary; and Gregory, 5, Paul Revere Kindergarten.

TWU, Muni Arrange Driver Exam Drills

New training classes for operators who wish to compete in promotional examinations for positions as inspectors and assistant day dispatchers are underway, according to Curtis E. Green, Director of Personnel and Safety, and John T. Squire, President, Transport Workers Union.

The classes were arranged by Muni and the TWU, through the cooperation of Fred Samii, Assistant Director of the San Francisco Community College District's adult occupation program.

Two identical two-hour classes are scheduled each week – on Wednesdays, beginning October 31 and running through December 12, from 7 p.m. to 9 p.m., and on Saturdays (November 3 through December 15) from 10 a.m. to noon.

About 100 Muni men are attending the classes. Thirteen Muni supervisory employees who have been certified by the College District are teaching the classes.

Additional training projects – for inspectors, claims investigators, shopmen, and other Muni positions – are in the offing.

TWIN PEAKS RE-RAIL CONTRACT AWARDED

The Public Utilities Commission has contracted with the G.M. Shupe Co. of Spokane for re-railing the Twin Peaks Tunnel, most difficult assignment in the $10 million system-wide track renewal program.

The $1,587,598 gross bid is the lowest of four, according to Rino Bei, TIP Manager.

Because the City will furnish the rails at a cost of $213,540, the net amount of the contract will be $1,374,058.

Muni has a $2 million contract with L.B. Foster Co. of San Francisco for rails and accessories for all of its track work (including the cable car system) – thus effecting economies through volume buying, construction time saving, and avoiding later inflation.

The task of serving outer areas of the M OCEAN VIEW line will be assigned to buses during the contract, according to General Manager John M. Woods, enabling the contractor to use the M line right-of-way to fabricate the new track and shuttle it into the tunnel – thus reducing the time of the contract by several months.

Construction in the tunnel will be undertaken during night hours to avoid interference with day service.

Streetcar operation will be halted weekdays from 10 p.m. to 4:40 a.m. eastbound, and from 11 p.m. to 5:30 a.m. westbound to speed construction. Shutdowns may also take place during weekend light travel periods.

SEND US YOUR NEWS

This is another call for help.

If you have information that will be of interest to Muni people, write it down and send it to Jim Leonard, Public Utilities Commission, 287 City Hall (phone 558-4987).

There is no difficulty in obtaining management news – about the operation, the modernization program, and the like. But news about the operators and their families is what we really need.

Don't forget the children and their achievements in school, sports, organizations, etc.

If you are reluctant to talk about yourself, just remember that it will benefit your fellow workers. If you are still reluctant, tell us something about your colleagues.

LETTERS ON THE BRIGHTER BRIGHT SIDE

Your Muni passenger has concerns like:

Hoping the wife gets well soon. Will anything be left when the bills are paid? How did the kids get along in school today? Will everything be all right when I get home?

But one thing he wants to take for granted — a safe and uneventful ride on Muni. If he doesn't get it, someone will hear about it.

So, what does the public expect of the man at the wheel? Diplomat, tactician, the consummate man. Above all, understanding.

Like Caesar's wife, he should be above suspicion. He cannot be granted the luxury of letting personal problems blind him to the Volkswagen up ahead that might run the red light.

There are few *complete* persons. But hundreds of Muni men try. With endurance that is superb and patience that is miraculous, they develop fantastic people-handling skills. Teachers handle age groups that are fairly well restricted. Ministers generally work with people who are devout — or want to be. Policemen deal with the same cluster as operators — but they have tools with final authority.

The real pro's in Muni are endowed with the one sure weapon against impulse and hindsight, the favorite tools of the carping critic.

It is foresight.

It shows up in many little psychological tricks that the veterans develop — the disarming "How are you?" to the lonely pensioner who may not speak to another human being hours on end.

Or the angry woman whose search for her first victim of the day is pleasantly shattered by the Muni man's "Good Morning".

Others are quick to print anything critical about Muni. We are going to print everything good that's said about us. And in the printing the ingenious talents of the Muni operator will become evident.

There is something here for all of us — not just new and beginning operators.

When Surly Q. Wrathful or Ms. Terribly Testy board your vehicle, give them what they might not expect — a smile and a greeting. If you can, say goodbye when they leave.

These might be the only decent words they hear all day. They say the whole process can be restful for the "prime mover", too.

Now some excerpts from letters — some to Utilities General Manager John D. Crowley and some to Muni General Manager John M. Woods.

Donnell R. Reid — J CHURCH:

. . . near 18th and Church the driver stopped the car, ran out, and picked up a very small child of one or two who was standing alone in the street. He talked to her, she smiled, and he carried her up to open door of her house. He might easily have saved the child's life.

During the whole ride he was firm and friendly with the children, and nice to the rest of the passengers on the car.

Therese Von

Murphy Bonner, Jr. — 21 HAYES:

. . . at 10:10 p.m. I boarded his bus and was greatly obliged by his courtesy and service. I have since been on his bus at that late hour and am very pleased with his fine service. He is helpful and obliging and a good driver.

Elizabeth S. Whistler

Douglas E. Lunde — L TARAVAL:

. . . a real bus driver. Polite, pleasant, good driver, neat and kind to the elderly. Give him a star or a pat on the back. His number is 2297.

Mary Petrikes

Alfred R. Gentle — 55 SACRAMENTO:

. . . an automobile was stalled between Stockton and Powell, right in the middle of the road construction area. Naturally, traffic was backed up and it looked as though everyone was locked in.

Mr. Gentle surveyed the scene and took command of the situation and began directing those vehicles ahead of the bus into adjoining alleys. He then started the stalled car and backed it around the construction area out of the way. All secure, we proceeded up the hill with no more than a 5-minute delay. Amazing!

Rita Barents

Alpheus T. Benton — K INGLESIDE:

Your employee with cap number 3509 certainly knows how to announce stops. It was a sheer joy to hear him announce stops, connecting lines and points of interest. Please congratulate and thank him for me.

J. Warmerdam

Edward E. Harrell — 47 POTRERO:

I have just gotten off a bus on the 47 POTRERO line driven by Mr. Ed Harrell, number 3413. In my five years of riding the Muni he is the best and friendliest driver I have ever seen.

Lew Hopkins

Edward A. Ellis — K INGLESIDE:

I have been advised that it was Mr. Ed Ellis who turned in lost credit cards, cases, wallet, etc. which he found discarded on his 38 GEARY bus.

These articles were picked from my purse, and I must admit I was concerned that they would not be returned to me, or worse, used by the individual who stole, or later found them. I am indeed grateful to Mr. Ellis.

Miss Lee Mielke

Earl H. Bill — K INGLESIDE:

. . . I was disappointed, as were many of my fellow commuters, to find he was transferred from the 24 line, but I am sure wherever he is, he is well appreciated.

His friendliness and courtesy were most welcome.

Mrs. Julie Adams

Alfred E. Barth, Jr. — 55 SACRAMENTO:

A blind man using a white cane came aboard the bus. In so doing the rubber cap came off his cane and dropped off into one of the steps, and he tried to retrieve it.

The driver, No. 1271, stopped the bus, found the rubber cap, and handed it to the blind passenger. I saw this act of kindness, and am, therefore, writing you about it.

Susan Fetcho

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MORE ON THE BRIGHTER BRIGHT SIDE

From page 5

William R. Carter — 30 EXPRESS:

. . . In a day when courtesy and consideration seem to be disappearing from the scene it is a pleasure to encounter a gentleman (No. 1408) who still believes in them. I am sure I speak for all my neighbors in the Marina when I congratulate you for having such an excellent driver on your staff.

Mary G. Reynolds

Luree A. Baker — 16 EXPRESS:

. . . A special word of commendation to your driver No. 1156 on the No. 16 EXPRESS bus which I take daily to work at 22nd and Noriega. This gentleman is not only an efficient and careful driver, but he is extremely courteous and considerate of all passengers.

Mrs. Mary Siska

John Barry — 8 MARKET:

. . . number 2408 driver employee. I do not know his name, but I asked for his number on 8 MARKET bus. He was most courteous and considerate in explaining a transfer in the construction confusion on 18th and Market. We, my sister and myself, fully appreciated it.

Mrs. Vera Jensen
Mrs. E.M. Jorgensen

Omer Beaird, Jr. — 15 KEARNY (3 letters)

. . . I can't hold it within myself any longer without writing about this young man and his conduct as a driver. He is kind to everyone, regardless of race or creed. The elder people I have seen and we all have talked of his direction giving, lending a helping hand . . . my hat is off to him and my prayers for him to continue as he is.

Rev. Samuel G. Gooden, Jr.

. . . I ask his name and he said "Beaird". I took the cap number 2386 . . . I was lost for directions of going to town and carrying my wife to the clinic. With the good, wonderful help from him I was able to keep my appointment for my wife and received such good pleasant courtesy and help.

Joseph Parks

. . . The service rendered by this driver is outstanding . . . proper information was given and made us all feel like leaving our automobiles at home with this courteous service.

Rev. W.L. Regan

Wayne L. Buford — N JUDAH:

. . . The operator's cap number was 3415. He was a very cheerful young man, and refused to be provoked even when some very rude people who were evidently looking for a fight got very abusive. He didn't get upset when people grouched at him because the noon traffic made the going slow. He slowed down for the terrifying bump in the N JUDAH tunnel. He even put up with questions and hero-worship from a small boy I would have thought was a nuisance. And he was very patient and clear in giving directions to people who thought they know better. All this on one ride! He is a very good Muni man, it seems to me.

Andrew Bon

Benjamin Gray — 38 GEARY:

. . . I enjoyed the unsolicited courtesy and professionalism of driver No. 2603. I am a merchant seaman having traveled around the world on occasions and have met many people of different nations, so am a fair judge of character. In my opinion driver No. 2603 is an exceptional young man doing a first rate job under adverse conditions.

S.M. Mapes

George W. Nelson — GENEVA DIV.

Re operator 1876 . . . impressed with his efficiency . . . Within a half-block of approaching streets with crosstown traffic he announces the street and the numbers of lines crossing . . . extremely courteous.

Harry J. Cunningham

Thomas Piggee — 72 HAIGHT:

. . . I would like to again thank Municipal Railway for having this wonderfully pleasant and helpful young man as one of your operators. He really made Muni look good to an old and lost patron . . . one of the most pleasant young men I have ever had the pleasure of meeting since my contact with the Municipal Railway.

J. Peterson

Floyd T. William — 28 NINETEENTH:

. . . He is the pleasantest, most efficient, helpful driver I have seen in many a day. He uses the common courtesies on his passengers that seem to be forgotten in today's world. He is a handsome man — I believe his cap number is 1720, but I'm not entirely sure. His bus would JUDAH at approximately 9:20. Even my 8-year-old son remarked what a nice driver he was, and only wanted to go to the pool on his bus. And you can't fool a kid.

Violet Banta

John Slater — 10 MONTEREY:

. . . The (difficult) incident seemed to start when the driver questioned a Mrs. as to whether she had deposited fare (or transfer) for herself and child. Mrs. made a number of loud insulting remarks to the driver, and it bothered me to hear such verbal abuse expressed toward the driver . . . I did see several persons compliment him as they left to transfer to another bus after the delay . . . I would like to thank Mr. Slater and his superior who came to investigate, and to express my confidence in them.

Norma J. Popenoe

Stanley Perryman — 37 CORBETT:

. . . I complimented the driver on the neatness of the interior of the bus. He was neat and courteous.

Mrs. Erna Galley

George Boatwright — 47 POTRERO:

. . . He (No. 3194) is a very helpful young man — kind and cheerful when you ask for directions. Also stops at the curb, which is important as one gets older.

Mrs. Herman Cohn

Continued on page 7

From page 6

Willie B. James — 72 HAIGHT-SUNSET:

. . . Your bus driver No. 2599 waited for three teachers and 15 very tired pre-school children to cross Sunset Blvd. and board the No. 72 bus . . . We were extremely grateful for this most courteous action.

Rubye Walker

Gus R. Herron — 1 CALIFORNIA:

This operator (No. 1206) was outstanding. He called all transfer points, points of interest, and answered all questions of passengers in a very nice manner.

Noby Yoshimura

Hugh Weatherford — PRESIDIO DIV.:

Your driver 3189 did a very nice thing at 2:25 p.m. today. A blind girl was on the bus and had not gotten off at the right stop. Your driver took her by the arm and across Stockton Street to a bus zone to get a bus in the other direction. It makes one feel good to see a decent act like this.

George E. Madding

Bruce O. Sampsell — KIRKLAND DIV.:

I would like to recommend Bruce Sampsell for Muni Man of the Year for his kindness and consideration shown his riders.

Willie Maddox

Benjamin Smith — PRESIDIO DIV.:

I wish to commend both the Muni for employing such a friendly and helpful driver as Mr. Benjamin Smith (#2851) and also to thank Mr. Smith for his help and general good cheer.

Patricia A. Gagnon
Forge Village, Mass.

James Waterfield — KIRKLAND DIV.:

. . . Bus driver No. 2423 made my bus trip much more pleasant than usual. I watched him handle several people, a couple of whom were a bit difficult. He did it pleasantly and courteously, also patiently — even a little more so than might have been expected. I thanked him; I wish you would, too. **(Thanks, Mr. Waterfield, and all of you other James Waterfields out there — The Editor).**

ONE OF THE STRANGEST SIGHTS IN TOWN is this maze of track detours and heavy construction as rebuilding of the Twin Peaks Tunnel and Muni's new Castro Street subway station gets underway. The east end of the station will be about opposite the building on the curve with the "give yourself a tax brake" sign, and the station will extend west to the vicinity of Collingwood St. where PCC car 1149 cuts across the intersection. Another outbound PCC car is emerging from the 17th St. detour at upper right. When all of this is covered over and an attractive street remains, Muni's new subway-surface cars will be running down below.

WELCOME *from page 2*

Arthur Fletcher, Transit Car Cleaner
Emile M. O'Bee, Jr., Transit Car Cleaner
Craig John Mauzac, Fare Collections Receiver
James Zaboukos, Transit Car Cleaner Foreman
Alfred Hering, Automotive Serviceman
Jean B. Chounet, Offset Machine Operator
Phinus O. Hawkins, Senior Transit Traffic Checker
William T. Ryan, Senior Transit Information Clerk
Michael John Webb, Transit Information Clerk
Percy Ellis, Trackman
Martin J. Kelly, Trackman
Frank P. Knight, Senior Fare Collections Receiver
James McLoughlin III, Fare Collections Receiver
Leonard T. Thannisch, Maintenance Machinist Foreman
Lenoris Walsh, Fare Collections Receiver
Anthony R. Charcho, Automotive Serviceman
Louis L. Johnson, Fare Collections Receiver
Frederick A. Kallies, Automotive Serviceman
Guy Wright, Claims Investigator
Demo Adams, Chief Clerk
Matrone Bryson, Senior Transit Information Clerk
Chun-An Adam Chin, Assistant Civil Engineer
Bob Johnson, Assistant Dispatcher
Donald E. Johnson, Transit Information Clerk
Robert L. Pottinger, Day Transit Dispatcher
Kenneth W. Tillotson, Machinist
Sarah Whitfield, Payroll Clerk

Track Job Progresses

Track installation in Muni's new Market St. subway is nearly finished as far west as the Duboce portal, winding up an amazing midnight hauling of the 507-foot rails from the railroad siding by Sheedy Drayage Co.

Nineteen loads, weighing 68 tons each, and containing 13.8 miles of rails, will have maneuvered their way through city streets to the portal where they are inserted into the subway and installed.

OPERATORS *from page 2*

John A. Ellis, Presidio
Jose Lino Guandique, Presidio
James C. Handelin, Cable Car Division
Cecil Horne, Kirkland
Atwood Leroy Wroe, Kirkland
Elvin Lester, Presidio
Claude Lee Haynie, Potrero
Cornelius J. O'Leary, Ocean
Zebedee Hampton, Presidio
Albert J. Herbert, Kirkland
John A. Ryan, Cable Car Division
Sylvester Douglas, Kirkland
Willie L. Ivory, Ocean
John Eric Dyra, Presidio
Curtis Lee Taylor, Presidio
Domingo Balinton, Ocean
Wilfred Dillon, Ocean
Theodore Graham, Ocean

BIRTHDAY GREETINGS were exchanged at the Cable Car Barn on August 2, the 100th birthday of the Cable Car System. Shortly after, the town was treated to a parade of decorated cable cars, as part of the Centennial observance. In the photo, from left to right, are: (foreground) Willie Richardson, Transport Workers Union Shop Steward; Andrew J. Donohoe; John T. Squire, TWU President; Luther Cann; James D. Stuart. (Standing) Leroy Perkins; George W. Traylor, Samuel A. McDaniel; Paul Raymore, TWU Executive Secretary-Treasurer; John D. Crowley, General Manager of Public Utilities; Al Provenzano, TWU International Representative; James J. Finn, Director of Transportation; Curtis E. Green, Director of Personnel and Safety; and Garland A. Horton.

TROLLEY TOPICS

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John D. Crowley, *General Manager of Public Utilities.*
John M. Woods, *General Manager, Municipal Railway.*
James J. Finn, *Director, Bur. of Transportation.*
James H. Leonard, *Editor.*
Marshall Moxom, *Photography.*

Editorial Office — Room 231, Municipal Railway, 949 Presidio Avenue, San Francisco, Calif. 94115 — Phone 558-2301

Volume 1 Number 4

Bids Due Soon on New Muni Electrical Gear

The Public Utilities Commission has set a major element of Muni's Power Improvement Program in motion by asking the City Purchaser to call for bids to supply some $4.5 million worth of equipment for all of the 14 new sub-stations.

They are part of the $30 million program to completely renew an electrical system that pre-dates the 1906 fire and earthquake — and is "understandably erratic and undependable", according to Oral L. Moore, Hetch Hetchy System General Manager, whose Transit Power Division is handling Muni's power work.

Four of the new substations will have to be in operation early in 1975 when the new subway-surface rail cars are received — so no time can be lost in obtaining the equipment.

Buying equipment for all the substations now will give Muni the advantages of uniform equipment with interchangeable parts, lower spare parts inventory, and simplified maintenance.

As is true with the entire muni modernization program, the Federal Department of Transportation's Urban Mass Transportation Administration will pay two-thirds of the cost of the $4.5 million purchase.

No Greater Love

When Art Holmer, master of the paint brush at the Cable Car division retires at the end of the year, he has promised to donate his surrealistic overalls to the Cable Car Museum.

TROLLEY TOPICS

VOL. 2 NO. 1 SAN FRANCISCO MUNICIPAL RAILWAY JANUARY, 1974

New Personnel Chief Has Needed Job Skills, Says General Manager

His ability to mix hard work and ingenuity have paid off for Demo Adams.

With 15 years service in all Utilities departments behind him, he has been appointed by Utilities General Manager John D. Crowley to the position of Director of the Public Utilities Commission's Bureau of Personnel and Safety.

A career accountant, he has been in charge of Muni's Payroll Department for the last three years.

"During this time I have had good opportunity to observe him," Mr. Crowley stated.

"Mr. Adams has the capacity and drive to get things done; and he is forceful and has a high degree of integrity. Demo is a tireless worker – meticulous as to detail and follow-up action. He brings a great deal of energy into the job. I have recognized his great growth potential."

He and his wife, Margie, have two daughters – Angela, a senior mathematics major at UCLA, and Althea, Woodrow Wilson High School junior.

Merrill Cohn, Task Force Vet, New Muni Equipment Engineer

Another of the top administrative positions vital to the reorganization and modernization of Muni has been filled, with the appointment of Merrill R. Cohn as Transit Equipment Engineer.

Mr. Cohn served previously as assistant director of the City's Transit Task Force, the agency created to serve as liaison between BART constructors and municipal departments.

His appointment was announced by Utilities General Manager John D. Crowley, who explained that Mr. Cohn's responsibility will cover acquisition of Muni's new fleets of rail cars, trolley coaches, and motor coaches.

Born and reared in San Francisco ("I was always a Muni fan"), Mr. Cohn was graduated from High School of Commerce; and obtained a bachelor of science degree in civil engineering at the University of California.

Up Through the Ranks, Curtis Green Named To Top Muni Position

A new hand, with the experience of 27 years through the ranks, is now guiding the day-to-day operations of the Municipal Railway.

Curtis E. Green has been named to the new position of Deputy General Manager for operations and administration by Utilities General Manager John D. Crowley.

He will be succeeded in the post of PUC Director of Personnel and Safety, which he held for more than four years, by Demo Adams, former head of the Payroll Division (see story on this page).

Born in Franklin, Louisiana, Curtis joined the Muni in 1945 and held progressive positions as motorman, bus driver, inspector, dispatcher, assistant chief inspector, chief inspector, and personnel and safety director.

He and his wife, Florestine, have three sons – Curtis, Jr., a deputy city attorney; Sandy, a plumber; and Ricky, a divinity student.

PUC Forwards Request For $70 Million '74-75 Muni Budget

The Public Utilities Commission has approved a total Muni budget request of $70 million for the coming 1974-75 fiscal year — an increase of $5.8 million over the current fiscal year.

John D. Crowley, Utilities General Manager, said the budget encompasses the personnel, materials and supplies, contractual services, equipment and plant improvements to give San Franciscans the level of service they have said they want.

He said the Public Utilities Commission expects to receive $12 million in Federal revenue sharing funds and $4 million in Metropolitan Transportation Commission allocations from the State sales tax on gasoline.

This will leave $29,250,255 to come from the City tax rate.

Since 88.6 per cent of the costs of Muni's operational budget is in wages and related benefits for all employees, there is little "maneuvering room" for financial savings in other budget areas. A total of $3,359,131 is in increased wages and benefits. Another $1,311,606 is in services of other agencies, primarily the cost of coordinated service with BART.

A $90,000 increase — from $150,000 to $240,000 — is requested for uniforms and industrial clothing.

Fuels and lubricants are expected to cost about $975,000, an increase of $225,000.

A total of $235,000 is requested for Information Services, an increase of $22,000 over funds allowed in the current budget.

Free Heart Exams Due

Municipal Railway personnel may invest in future health safeguards by participating in a federally financed "heart screening" study, according to Demo Adams, Director of the Bureau of Personnel and Safety

There is no charge.

Available to male employees between 35 and 57 on a strictly confidential basis, the preventive medicine study (Multiple Risk Factor Intervention Trial) is an effort to reduce the toll of the Number 1 national killer — coronary heart disease.

Schedule information for the exams will be distributed and posted throughout Muni.

Omer Beaird, Jr. Out Front in Friendship

Omer Beaird, Jr., November's "Muni Man of the Month," is one of those who gets there first with the most.

Mr. Beaird, who could be elected to anything by his devoted passengers on the 42 THIRD-EVANS line, believes in extending the hand of friendship first.

"The first approach is important. You set the tone. If it's friendly, your passenger picks it up nine times out of ten."

With Muni since 1966, Mr. Beaird is one of the organizers of the Hunters Point Branch of the San Francisco Boys Club.

He and his wife, Maria, are parents of a 7-year-old daughter, Gay Alishia. One of his four brothers, Walter, is also a Muni operator — driving the Ocean Division's 15 THIRD line.

An Army veteran, Mr. Beaird has a deep interest in the culture and heritage of the people of Africa, and their relationship to the people of this country. He plans a fairly extensive trip to Africa in the Summer.

Mr. Beaird is one of Superintendent Gene Henderson's reasons for pride in the service record of Kirkland Division. Mr. Henderson pointed out that Beaird has a 3-year safe-driving award.

Louis Angeli, with Muni for 32 years, has been named acting Superintendent of the Cable Car Division, according to Carl Barton, Superintendent of Transportation.

PUC Solicits Bids For 208 Trolley Coaches; Option For 135 More

The Public Utilities Commission has called for bids on 208 new electric trolley coaches under the Municipal Railway's program for complete fleet renewal.

John D. Crowley, Utilities General Manager, said the bid call contains an option to acquire an additional 135 coaches.

This option will be exercised, he said, after Muni arranges with the Federal Department of Transportation's Urban Mass Transportation Administration (UMTA) for financing. Estimated cost of the coach order is $11.5 million, two-thirds of which will be borne by UMTA.

San Francisco, one of the few American cities still operating the quiet and powerful electric coaches, participated with three other transit agencies in the development of joint specifications in an effort to take advantage of the better prices standard specifications would provide.

These systems are Southeastern Pennsylvania Transportation Authority (SEPTA), Philadelphia, which will buy 110 coaches; Massachusetts Bay Transportation Authority (MBTA), Boston, 50 coaches; and the Miami Valley Regional Transit Authority, Dayton, Ohio, 25 coaches.

His Radio Straightens Out Domestic Dispute

Only six months on the job, Kermit J. Arnold was commended by the Police Department and Muni management for prompt reaction (and good use of his radio) in an emergency situation.

Driving a coach on the 44 DIAMOND HEIGHTS line late at night, Mr. Arnold saw a young woman struggling with two men at Sussex and Diamond Heights Blvd.

He pulled to the curb, opened his doors, called out, and the girl said she wanted help.

Soon three police units were on the scene and the two men were located and taken into custody

It was no discredit to Mr. Arnold's effort when police subsequently learned that the struggle was an overly-physical domestic dispute.

IT WAS JOE HOWARD'S day when the cast of the Up With People musical organization came to Potrero Division to help honor him as Muni Man of the Month. Pictured (left to right) are: John Saragosa, Division Superintendent; Marian Booth, Billings, Mont.; Debbie Simons, Bermuda; Joe Howard; Kathy Williams, Las Cruces, New Mexico; George Lewis, TWU Division Chairman; and Donna Burgess, Montreal.

THREE MUNI MEN, encouraged by the girls from Up With People, helped with the entertainment. (Second from left) is Billy Williams, TWU Potrero Vice-Chairman; Willie Knowles, Up With People Lead Performer; Franklin Wright, and Muni Man Joe Howard.

Potrero's Muni Man Affair for Joe Howard Is One to Remember

"I like it here. In fact, I guess they will have to burn the barn down to get rid of me."

Joseph Howard, operator on the 41 UNION-HOWARD Line — and one of Potrero Division's finest — was explaining his attachment to his job.

What he did not say others made clear . . . that his passengers have flooded Muni with letters testifying to his warm and friendly way with them, and to his skill in handling a coach.

It was fitting and proper that Joe should be selected as December's Muni Man of the Month, and honored at a January 23 ceremony that kicked off plans to re-charge the Muni Man program, and make it a monthly affair to remember.

About 30 young men and women from the Up With People organization, an internationally known self-contained musical and singing group, turned the Muni men on.

The personable youngsters have sung in Carnegie Hall, Royal Albert Hall, for kings and queens, and in Vatican City — but they were never finer than when they sang for Joe Howard and his comrades at Potrero.

Joe, who has been with Muni since 1947, was introduced by George Lewis, TWU Division Chairman at Potrero.

Master of ceremonies was John Saragosa, Acting Division Superintendent, who introduced H. Welton Flynn, Public Utilities Commission President to the men.

Commissioner Flynn presented Henry E. Berman, newly-appointed Commission member (see page 4), who gave the Muni Man program another shot in the arm by announcing that Muni Man winners henceforth can expect a bottle of fine champagne from him.

He Can Parlez Vous

Their English did not work too well for two young French women recently; but Carlin P. Vance of Ocean Division (35 EUREKA line) came up with the answer when others could not. He told them how to get to Brisbane.

H.W. Flynn Again Commission President

H. Welton Flynn has been re-elected President of the Public Utilities Commission for the coming year.

And Joseph P. Byrne, President and General Manager of the E. C. Braun Co., a mechanical contracting firm, is the new Vice President.

At the same time Mayor Joseph L. Alioto announced the appointment of Henry E. Berman to the Commission (see story, col. 3).

Mr. Flynn, a partner in a well-known San Francisco accounting firm, was first appointed to the Commission by Mayor Alioto in September, 1970; and he has been a guiding force in the history-making modernization of the Muni.

He serves on the Board of Directors of St. Mary's Hospital, is Treasurer of the Archdiocesan Council of Catholic Men, the St. Ignatius Fathers Club, and is a member of the National Association of Public Accountants and Alpha Phi Alpha Fraternity.

A native San Franciscan, Mr. Byrne attended St. Ignatius High School, the University of San Francisco, and the University of California.

Woods an ATA Director

Muni General Manager John M. Woods was elected to serve a 2-year term as a Director of the American Transit Association at the recent Annual Meeting in Miami Beach.

Jack is also chairman of the Light Rail Committee and is a member of the Finance Committee.

Planning, Marketing Study Will Develop System Improvements

The Public Utilities Commission has approved arrangements for a Municipal Railway planning and marketing study — the first in-depth examination of Muni in at least three decades.

The study will cost $300,000, according to Utilities General Manager John D. Crowley, of which $200,000 will be paid by the Federal Department of Transportation's Urban Mass Transportation Administration (UMTA). It is anticipated that some of the study recommendations can be implemented before the final report is issued.

San Francisco's $100,000 share of the cost will be paid by a State Transportation Development Act allocation already made to Muni by the Metropolitan Transportation Commission (MTC).

The two-thirds ($200,000) Federal grant has already been secured from UMTA by MTC, Mr. Crowley stated.

Gerald P. Cauthen, TIP supervising engineer, will be recommended as project director for the undertaking, he added.

Cauthen also heads the Muni-BART coordination study which is nearing completion. It is this project that recommended route adjustments by which the two systems might complement each other — as well as the proposed joint Muni-BART discounted transfer.

The purpose of the study, Mr. Crowley said, is to:

1. Develop and implement operational improvements for the Muni system.
2. Analyze the transit opinions of San Franciscans and recommend changes to make the system "as understandable and appealing" as possible.

Included will be a "transit inventory" of routes; schedules; transfer points; patronage; personnel and safety, fare collection methods and revenue; origin and destination studies; public information systems; legal restrictions; and future requirements.

Policy-making group for the project will be Transportation Study Coordinating Committee of four members — General Manager of Muni, a San Francisco MTC Commissioner who will serve as chairman, the executive director of MTC, and one non-voting member from UMTA.

Mayor Alioto Appoints Henry Berman to PUC

Henry E. Berman, prominent San Francisco businessman, has been appointed to the Public Utilities Commission by Mayor Joseph L. Alioto.

He succeeds Louis A. Petri, who resigned from the Commission because of the pressure of personal affairs.

Mr. Berman is a consultant to Joseph E. Seagram and Sons, Inc., wholesale liquor distributors. He is Vice President of the San Francisco-Marin-Peninsula Jewish Welfare Federation; and is a member of the Board of Directors of Mt. Zion Hospital, the San Francisco Convention and Visitors Bureau, and the California Council for Tourism.

Expressing a keen interest in involving himself in the Muni modernization programs, Mr. Berman lost no time in meeting Muni men.

He joined President H. Welton Flynn in attending Muni Man of the Month ceremonies at Potrero Division on January 23 (see page 3).

Muni's Mail Girl Quits

Delivering the mail has been a specialty in the Johnson household.

And friendly Florence Johnson, Muni's "mail girl" has relinquished the job after 26 years.

A native San Franciscan who attended Frank McCoppin Grammar School, Girls High School, and University of California, Florence has joined husband Don, a letter carrier for 36 years, in retirement.

$80 Million Expansion To Muni Modernization

There has been a great deal of discussion about Muni's system-wide $125 million modernization program — $51.5 million for a new transit fleet, $44 million for new ways and structures, and $30 million for a new electrical system.

Make it $205 million.

The Public Utilities Commission's request for permission to apply for Federal assistance on the addition of $80 million to the existing $125 million program brought quick support from Mayor Joseph L. Alioto.

And more recently it received unanimous approval by the Board of Supervisors.

Muni expects to receive all but $16 million of the $80 million in Federal funding; and Utilities General Manager John D. Crowley said "it is reasonable to assume" that $4 million yearly allocations of revenues from the state sales tax on gasoline over a period of four years will meet the $16 million "local share."

The history of the program to rebuild the Muni is fascinating indeed — and in a few short years it will become one of San Francisco's proudest success stories.

We would like to tell this story in some detail; and because it will take some space we will do it in the next edition of Trolley Topics. Watch for it.

Shop Safety Program Features Mobile Movies

"The Hand Trap," a film made by the National Safety Council, will be shown during the month of February as a feature of the continuing Shop Safety Program, according to Arthur C. Ryan, Safety and Training Supervisor for the Public Utilities Commission.

The program schedule is as follows: February 11 — Presidio Shop; Feb. 13 — Potrero and 24th St. Shop; Feb. 20 — Elkton-Ocean-Elkton Shop; and Feb. 27 — Cable Car-Kirkland-Line Department Shop.

The film is shown by Robert Nakano, safety instructor, with facilities set up in a Mack coach. Bob says his unit hopes to convert one of the old coaches into a regular portable classroom.

Eighteen years with Muni, Bob is a former operator who spent a good deal of time on the 19, 55, 80, and 2 Lines.

One of the quality events of the holiday season has come to be the Potrero Division operators' New Year's Brunch. Here, just before the starting bell, are some of the principals — (from left) Bobbie Brown (Potrero TWU Division Secretary), Yeurra Blaylock, Robert Brown, Cornell Gatewood, George Lewis (TWU Potrero Division Chairman), Charles Gross, Eli Evans, Lake Green, Fred Turner, Dean Miller, John Saragosa (Potrero Division Superintendent), Willie Freeman, Mike Schembri, and Ray Bianchi. Uppermost at rear are Reno Tonegato and Franklin Wright.

The Mack 'Compact' or -- New Style by Muni

The Municipal Railway which is contemplating the purchase of about 25 "Midi-Buses," primarily for residential use, has received permission from the Public Utilities Commission to make its own prototype.

Muni will "barber" one of its standard size Mack coaches — cutting an 8-foot section from the middle — giving it a capacity of 32 to 36 passengers, according to General Manager John M. Woods.

The shortened bus will be placed in service on the 39 COIT TOWER line to back up a bus similarly converted earlier this year.

Woods said the last of Muni's small Telegraph Hill buses (1939 Whites) had reached the end of its usefulness. It used from 100 to 130 gallons of gasoline daily, compared with the Mack's 33 gallons of diesel fuel daily.

Cost of the modification will be $8,500, compared with $25,000 for a new midi-bus.

Lobby Display Attracts Viewers in City Hall

An idea as to the magnitude of the modernization program underway for the Municipal Railway can be gained from a new display in City Hall's Polk Street lobby.

Maps, drawings, and photos show how Muni and BART will share the Market Street subway almost to Van Ness, and how it becomes Muni's subway from then on.

It shows how modern electric subway-surface cars now being built by Boeing Vertol, will replace Muni's tired PCC cars — as subway cars underground, and as streetcars on the surface.

Muni and BART will share the first four stations under Market Street — Embarcadero, Montgomery, Powell, and Civic Center — with Muni on the first level and BART on the lower.

Muni's new stations — some now under construction — are Van Ness, Church Street, Castro, Forest Hill, and West Portal.

The display shows that Muni's five streetcar lines will continue to be the backbone of the system — but travel time will be significantly reduced.

CHEERS for...

NATHAN C. ADAMS, 22 FILLMORE Line, who came to the aid of a woman set upon by purse snatchers when boarding passengers ignored her.

JOE RINGOLD, 71 HAIGHT-NORIEGA Line, who radioed for help within seconds after a woman was fatally shot at Haight and Divisadero Streets — initial news media reports to the contrary.

PRICE PHELPS, 15 THIRD Line, whose prompt radio message brought quick medical aid to three PG&E workers who were badly burned in a manhole explosion at Third and Williams Streets.

J. R. SHEFFIELD, Jr., N JUDAH Line, commended by the Police Department and Muni General Manager John M. Woods for his concern for the convenience of other passengers in dealing with another abusive and troublesome rider.

KENNETH PRICE, 31 BALBOA, for assisting in the arrest of two purse-snatching hoodlums. The elderly woman assisted was the fourth victim aided by Price in the last year.

LEE E. WARREN, 51 SILVER Line, who chased four would-be robbers away from 91-year-old Nathaniel Lindman at Third and Mendell, and waited with him until police arrived.

JOHN H. WOOD, 10 MONTEREY Line, commended by Chief of Police Donald M. Scott and General Manager Woods for quick radio response to robbery of elderly woman passenger. Because he halted coach, and "locked it up" responding officers were able to arrest suspect.

THOMAS C. BIAGI, K INGLESIDE Line, for coming to the aid of an alighting woman passenger who was being pushed and abused by gang of teenage hoodlums in Forest Hill Station.

ROBERT L. NERVIS, 55 SACRAMENTO Line, for prompt and effective use of his radio in getting emergency ambulance service for youngsters struck by auto in crosswalk at Sacramento and Laurel Streets.

JAMES D. LAUSER, K INGLESIDE Line, who saw a youth steal a woman passenger's wallet from her purse, and gave chase. Although the thief escaped, Mr. Lauser recovered the wallet.

AUTHUR BRASFIELD, 25 BRYANT Line, whose prompt use of his radio and determined action resulted in the arrest by police of three purse snatchers.

They Love Their Muni Men; Letters Pour In

Space limitations make it necessary to extract excerpts from the complimentary letters Muni passengers are writing to management about their operators. Many others are using the telephone to report on the thoughtful actions of operators.

These letters are being received at a constantly growing rate.

Ulysses Freeman — Presidio

. . . it is always a pleasure to ride by the Municipal Railways when a passenger is able to encounter a friendly courteous operator. I bring to your attention operator #3534 (I think) of the #8 Market.

Ms. Charlene Nolan

William Valentine — Potrero

. . . when he said, "Good Afternoon," as I and others boarded the bus (47 Potrero). We have all forgotten to say "Hello" anymore . . . believe his cap number was 3199 . . . and

Edward E. Harrell — Presidio

. . . I returned to Turk and Van Ness on the 47 about 2 p.m. — bus 698 and I encountered another driver whom I should like to commend.

Barbara E. Gray

Robert George Ware — Kirkland

The operator ran over the children's ball on October 31. He came back the next day and replaced their ball. My children and I really appreciate this. We know he did not have to replace the ball.

Mrs. Mary Fonseca

Harvey R. Smith — Potrero

. . . He answered questions. He noted to boarding people that this was an N bus and were they aware of this for work reasons? He did not jerk that bus once from Third & Market to Stanyan Street. His number is 1347.

Shirley Smith

Thomas P. Dunnigan — Ocean

. . . He is an efficient and very prompt driver, AND on top of that he is very pleasant. He drives the 17 Parkmerced Express, one of the best lines Muni has.

Mrs. Helene Alexander

T. J. Colvin — Ocean

. . . When I left my glasses (case and all) on the bus (17 Parkmerced Express), he promptly turned them in at the Ocean and Geneva garage, and the same day my son picked them up.

Mrs. Helena Alexander (again)

C. B. Craft — Presidio

I like to tell you what a wonderful person is operator #1216. He is always very kind to the people and is helping each and every one to get on the bus.

Mrs. I. Bandar

Charles McGruder — Kirkland

. . . A very courteous driver. He drove up to the curb to let me off. I enjoyed my ride with your cap #3381.

Mrs. Fox

N. R. Brownlow — Ocean

A private car in a lane to the left suddenly turned right, crossing directly in front of the bus (15 Line) and within inches of it — due to the almost incredible skill of Mr. Brownlow in handling his bus, a potentially disastrous accident was avoided.

E. F. Dawson

This mock-up of Muni's new subway-surface rail car is attracting a lot of attention in Boeing Vertol's Philadelphia plant. The car, being built for Muni and Massachusetts Bay Transportation Authority, is to be the standard Light Rail Vehicle (LRV) for the nation.

Miguel C. Perez — Presidio

I ride four times a week on the 30 Stockton. I am visually handicapped, but I know how much this driver was doing for my safety.

Ms. Mildred Stern

John O. Selzer — Presidio

. . . I noted his exceptional courtesy, his conscientious and efficient operation, and friendly attitude.

Mrs. J. A. Gilbert

Harry W. Hartig, Jr. — Potrero

. . . He saw me running and opened his doors again as he was about to pull away.

E. H. Killinger

Phillip W. Shaw — Kirkland

. . . Just wish to recommend driver No. 1750 for excellent driving and outstanding courtesy on his job.

Jennifer Hughes

Courtla Haltrecht — Presidio

In all my time in riding the Muni from school and around the city I have never seen a bus driver so friendly as this one. He was extremely courteous to all the people on the bus.

Clark Callander

Charles Allen — Kirkland

. . . I wish you had more drivers who call out the streets like this driver No. 3440.

Daniel Sheehan

W. J. Jackson — Kirkland

Extremely capable and courteous to passengers on the 85 Shopper Shuttle.

George L. Carey
Robert Kenealy

Marion V. Hawley — Kirkland

. . . The driver (cap No. 1445, run 87 on the 30X line) was careful without being slow and was gentle with his equipment. The bus was clean. He is a credit to Muni and should be commended.

John H. Kirkwood (SPUR)

Turn to page 7, col. 1

LETTERS *from page 6*

Omer Beaird, Jr. — Kirkland

. . . His personality is beautiful, he is so helpful, jolly and good natured and outgoing! He perked me up on my trip on his bus 42 line on 3rd Street.

Lillian Veilta

William E. McKinney — Kirkland

. . . This young and clean-cut man, cap #2972 on #38 bus to 12th Ave., was very considerate and helpful to my older generation.

Mrs. J. Nelson

Jerman H. Butler — Presidio

. . . This gentleman always says "Good Morning," is on schedule (30 Stockton), and at the end of the line as you get off, tells you to have a nice day.

Miss Faye I. Hill

Sanford C. Collins — Kirkland

. . . We work at 161 Berry Street . . . we don't know his name, but #1525 is always willing to wait just that extra half a minute when he sees us coming.

Barbara O'Donnell

. . . You should have more drivers like him.

Annie Clay

. . . No. 1525 is together. They don't make people like him anymore.

Vera Robinson

Pete Pavlukevich — Cable Car Division

. . . Saved our vacation in San Francisco by recovering my wife's purse when she left it at the cable car . . . our faith in our fellow man restored by his honesty and dedication to his job.

Mr. & Mrs. Joseph Seibold

Jack Oliver Boon — Potrero

. . . I ride the 33 line quite often. The driver with cap No. 2040 is a very safe driver and courteous.

Ruth Gottfried

Max Bedel — Ocean

. . . Just a few minutes out of a busy day to tell you (about Max Bedel). He is one of the most pleasant, kind and considerate persons I have had the pleasure to find on the pathway of life in a long, long time.

Blanche Noveshen

Gilbert Gomez — Kirkland

. . . Driver Gomez, #2094 on the Geary line was a hero for the day . . . my friend had a form of attack . . . he rushed the bus to 33rd and Geary, phoned the ambulance, and returned. He requested the passengers to transfer to another bus and stood by until the ambulance arrived . . . during the rush hours he is truly cool, helpful and courteous.

Mrs. Consuelo A. Demando

Paul Bellazain — Ocean

. . . Was a particularly stormy night, with traffic badly snarled. Driver #3269 handled the driving of the bus and the many tired passengers in a very calm and efficient manner and deserves much credit for performing his duties . . . with such skill and patience.

Lillian G. Kennedy

Alex A. Lamark — Ocean

. . . Cap #1642 for his demeanor and driving ability during the unbelievable traffic mess. He was great!

Stanley A. Gross

Earl H. Bill — Kirkland

. . . I refer to driver #3162. My mother is a senior citizen living in San Francisco, and we both had to ride the 38 bus downtown several times. My mother is not a very capable person and usually requires assistance boarding or stepping down. Driver #3163 helped her several times.

Joseph Smith, Seattle

Glenn Jordan — Potrero

. . . He is friendly, thoughtful and courteous. He always pulls in to the curb and often waits until an older person is seated. I think he is one of the best and most skillful drivers I have encountered.

Katherine Driscoll

Willie E. Wayatt — Kirkland

. . . The driver had a smile and patience with another party boarding same bus. Later on noticed at Divisadero he again was most patient with an elderly lady. Mentioned this to the party sitting next to me who said she had been on this driver's bus before and he was very patient and a careful driver (#3211).

Chet H. Sieger

Joe R. Shook — Geneva

I carry a cane, am a senior citizen, and do appreciate the courtesy of operator "L" car line. I asked his number, #1441. He waited, as I hurried to reach his car — which I did.

Mrs. B. A. Mikkelsen

Rhodell Stone — Kirkland

. . . #2976 is a very pleasant driver. Is very obliging to his passengers, always pulls to the curb and waits for the public.

Miss Lois Jenkins

Charles Allen — Kirkland

. . . Correction please! On November 2 I wrote regarding driver #3440 on the 38 Geary line, coach 3006 for courtesy on that date, etc. However, I dated it October 2. My mistake. Please correct same.

Mrs. Frances J. Greene

Jesse E. Smith — Kirkland

I was a passenger on bus #3284 last evening during the heavy rain storm. I would like you to know how courteous and thoughtful driver #2138 was even though he was having a difficult time with the traffic.

Bella Rothbach

J. R. Sheffield — Geneva

. . . Regular rider 16 years. In my daily commuting I have observed Mr. Sheffield's performance to be highly professional, yet most considerate for the passengers. He is more than a driver. He is a credit to the Municipal Railway and the City of San Francisco.

Thomas F. Ross

J. B. McGrath — Potrero

. . . blind girl boarded 7 HAIGHT, became confused. Operator very solicitous, helped her on and off and on errand to nearby market.

Joseph Banks

Robert Lewis — Presidio
Wilford C. Daniels
Charles L. Pierce

There are three bus drivers on the 30 line who are very courteous and kind (Cap No.'s 1420, 1331, 3164).

Mrs. Aldine V. Leavitt

T. Fountaine — Geneva

. . . A pleasure when you have a driver who is courteous and you know you are safe and feel satisfied. There are also a few others who are very nice, but I will have to get their cap numbers.

Mrs. D. Duvall

William C. Whatley — Ocean

No. 2649 on the 36 line . . . always courteous and friendly, and if someone is running for the bus he will wait for them.

Payette Caldwell

Luis B. Jiminez — Cable Car

The personnel on the cable cars are great — but I took special care to note down the cap number of the conductor (#3224) in order to write these few words commenting on this man's special something.

Irene Marek, Long Island City, N.Y.

More New Operators Join the Muni Force

Greetings to the following new operators. They are joining Muni as the biggest construction program in the system's history is getting underway.

We are glad to have them with us; and we wish them well:

Cable Car Division

Lawrence E. Barksdale
Venson Leon
Elvin Herbert
Doublas Dixon
Laurence Granfield
Thomas Neary
Earl Deville, Jr.
Michael Houston
Franklin Harris
James K. Turner
Richard A. Drezner
Felton L. Walker
Frank Evans, Jr.
Barney Wong
Thomas H. Jarvis
Howard A. Krause
Alben Chang

Geneva Division

Billie Scott
James McNamara
Francis Brolan
George E. Swan
Andrew Chiu
Cornelius Wise
James T. Magliulo
Dale A. Glos
Thomas L. Mason

Kirkland Division

Lelandy Dong
Frank Chin
Philip C. Chin
Karl J. Baker
Harry L. Matthews
Joseph F. Kirkpatrick
Louette Colombano
John V. Farrell

Ocean Division

Harold Stradinger
Melvin D. Wilson
Michael G. Weber
Ralph E. Potts
Leonard J. Ransom
Leonard C. Walker
William S. Schaefer
Donald Jordan
Carter Hughes Bell
Lloyd A. Harris
Victor H. Jones
Donald E. Dodge
Owen Norman
Elmer O'Guinn

Turn to page 8, col. 3

Announce Promotions, Changes, Newcomers

Personnel and Safety Director Demo Adams has announced the following promotions, reassignments, and employments.

Congratulations to those moving up; and welcome aboard to the new people.

Transportation

Michael J. Webb	Inf. Clk.
Ruth Kaasa	Inf. Clk.
Ronald Gilmore	Asst. Ch. Insp.
Alex Garner	Day Disp.
Henry L. Llamas	Op. Instr.
John Saragosa	Div. Supt.
Robert J. Jasey	Asst. Disp.
Eddie R. Swift	Dispatcher
Steve F. Easy	Inf. Clk.
John F. Hall	Mus. Guard
Curtis Green	Dept. Gen. Mgr., Op.
Albert C. Foster	Ch. Inf. Clk.
George W. England, Jr.	Sec. Chief
Bob Johnson	Asst. Disp.
Richard A. Merrill	Asst. Disp.
Jesse Ward, Jr.	Day Disp.
Charles L. Graves	Asst. Disp.
Henry W. Hines	Asst. Disp.
Albert T. Lutge	Asst. Disp.
George E. Riley	Asst. Disp.
Samuel F. Smith	Asst. Disp.
James T. McLean	Asst. Disp.
Alex Garner	Tr. S. Insp.
Diego G. Cassone	Asst. Disp.

Equipment

Lee Bowman	Trkmn.
John E. Movern	Trk. Dr.
Donald W. Dudley	Car Clnr.
Charles E. Mitchell	El. Tr. Svcmn.
Roy De Rocha	Sta. Engr.
Harry N. Nelson	M. Mach.
Michael D. Nickless	El. Tr. Svcmn.
Elmer M. Haner	Auto Mech.
Michael C. Benveniste	Elev Op.
Ronald A. Glass	Gen. Lab.
Gordon W. Chick	Auto Mech.
Leonard Johnston	Carptr
Dennis P. Balich	El. Tr. Svcmn.
William J. Licciardo	Auto B. & F.
Manuel Acosta	Trkmn.
Joseph E. Burch, Jr.	El. M.S. Fmn.
John I. Ellingsen	El Tr Svcmn.
Richard T. Gosha	Car Clnr.
Richard Gros	El. Tr. Svcmn.
Romualdo J Sanchez	Car Clnr
William Carmody	Gen. Lab
Robert L. Glaser	Auto Mech.
Frank F. Miles	Auto Mech
Joseph J. Vella	Welder
Olden H. Williams	Auto Mech.
William Andrews	Svcmn.
Harold Bargagliotti	Maint Mach.
Willie Chambers	Trackman
Benjamin E. de la Torre	Elec Mech.
Gratien Oyhenart	Trackman
Warren W. Wolfe	Elec Mech.
Thomas James Burns	Elec Tr Mech.
Walter Johnson	Car Clnr
Manuel F Luna	Elec. M Shopman
Secondo Merletti	Trackman
Thomas Donahue	Auto Mech
Preston L. Cheek	Elec Tr. Mech
David E Lake	Elec M Shopman
Ertha H Reed, Jr	Car Clnr
Warren Wolfe	Elec Tr Svcmn
Roger A Carl	Car Clnr
Ivan C Elliott	Car Clnr
Harry J Louie	Car Clnr
Frederick T Ward	Car Clnr
James L Johnson	Gen Lab

Elkton Shops

Richard D Dunne	
Harry E Cruickshank	
Robert C Nelson	

Schedules & Traffic

Norman Langridge	Tr. Chkr.
Richard J. DeSimony	Tr. Chkr.
Charles A. Kilsby	Tr. Chkr.
Calvin Lum	Tr. Chkr.
James G. Sweet	Tr. Chkr.
Michael J. Casey	Tr. Chkr.
Laurence A. Faulks	Tr. Chkr.

Revenue Accounting

Donald J. Zerga	Fare Col. Recvr.
John P. Devincenzi	Rev. Supvr.
Arthur G. Armour	F. C. Recvr.
Frank P. Knight	Prin. F. C. Recvr.
Jesse Rodriguez	F. C. Recvr.
Richard D. Arguel	F. C. Recvr.
Theodore Curry	F. C. Recvr.
Darryl A. Stitt	F. C. Recvr.
Denis J. Nevin	F. C. Recvr.
Daniel Hammer	F. C. Recvr.
Jeffrey L. Jackson	F. C. Recvr.
Jerry Dean	F. C. Recvr.
Dennis M. Dolan	F. C. Recvr.
Richard J. Grover, Jr.	F. C. Recvr.

Clerical

Juliano P. Nocos, Jr.	Jr. Clk. Steno.
John F. Haskett	Jr. Clk. Steno.
Lloyd S. Rubin	Jr. Clk. Steno.
Denise N. Harrington	Calc. M. Op.
Herbert Brown	Inv. Clk.
Charles P. O'Rourke	Clerk
Donna Mae Conlin	Jr. Clerk Steno.
Anne M. Shea	Jr. Clerk Steno.

Payroll

Lupe Martinez	Payr. Clk.
James Ross, Jr.	Sr. Payr. Clk.
Sarah K. Whitfield	Payr. Clk.

Personnel

Delfina F. Pelayo	Sr Pay.-Pers. Clk.
John R. Barr	Sick-Accid. Inv.
James L. King	Sick-Accid. Inv

Administrative

Merrill R. Cohn	Tr. Equip. Engr.

Claims

Victor R. Belliveau	Sr Clm Inv

T.I.P.

Stanley J Kresicki	Arch't
Jesus P. DeLaPaz	Asst Ch. Engr
James A Wallsten	Sr Arch't.
Maurice Valencia	Assoc Div. Engr.

Engineering

C. Harlan Ray	Civ Engr

Golfer's Eye Hawaii

Winners of the Muni Railway Golf Club's annual "Turkey Shoot" at San Ramon National Golf Club were:

Carl Dalessio and Jim Cummings in Class A, while in Class B we had a four-way tie between Billy Dorris, J. Stewart, Ron Bowers and Charley Morrisey.

If everything works out as planned, the year 1974 will see the Muni Golf Club playing a tournament in Hawaii. The By-Laws Committee will meet soon to draw up new rules to govern tournament play. All constructive suggestions will be welcome.

Our 1974 season will begin in February, watch for bulletins at your division for the time and place of play.

— by Lake Green
Potrero Division

TROLLEY TOPICS

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John D. Crowley, *General Manager of Public Utilities.*

John M. Woods, *General Manager, Municipal Railway.*

James J. Finn, *Director, Bur. of Transportation.*

Curtis E. Green, *Dep. Gen. Mgr., Operations and Administration.*

James H. Leonard, *Editor.*

Marshall Moxom, *Photography.*

Editorial Office — Room 287, City Hall, San Francisco, Calif. 94102
Phone 558-4987

Volume 2 Number 1

OPERATORS *from page 7*

Potrero Division

James Mulligan
Robert Rosenblatt
Theodore Knight
Jack Arnold
Anthony Jean
John Carapiet
John P. Murray
Langston L. Latson
John W. Reilly
Babe R. Fluker
Ian Alexander Merwin
James E. Thompson
Leonard J. Barnette
Frederick D. Kelley

Presidio Division

Dwight Kirby
William Ingram
Whitfield Bryant
Ralph Johnson
Merlin Porter, Jr.
Elwood F. Nestler, Jr.
Ray J. Antonio
Michael C. Beck
Lawrence R. Kimmey
Michael P. Davis
Edgar Dennis, Jr.
David D. Butler
Frank A. Mozeke

Do We Have Your Address?

It has been suggested that Trolley Topics be mailed to the home of each Municipal Railway employee, and it is a good idea.

But that will require an accurate mailing list, and one that is up to date complete with zip code. So be sure your mailing address is correctly recorded. If in doubt give it to your division superintendent or department head.

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TROLLEY TOPICS

DOCUMENTS

VOL. 2 NO. 2 SAN FRANCISCO MUNICIPAL RAILWAY FEBRUARY-MARCH, 1974

JUN 11
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He's No Stranger

HETCH HETCHY'S MOORE HEADING MUNI UNTIL NEW MANAGER NAMED

Oral L. Moore, General Manager of Hetch Hetchy Water and Power, has taken over the reigns of the Muni with the retirement of General Manager John M. Woods.

Appointed Acting General Manager by Utilities General Manager John D. Crowley until a permanent successor to Mr. Woods can be named, Mr. Moore is no stranger to Muni.

His Hetchy Transit Power Division has been running Muni's electrical distribution system since July 1, 1969. The cost since then comes to $4.6 million; and that doesn't count the money that has gone into engineering Muni's new power system.

Oral L. Moore

John M. Woods

The effective date of Mr. Woods' retirement was April 30.

Six years as Muni General Manager wound up 36 years of City service — all with the Public Utilities Commission — for Mr. Woods. He was Muni's sixth General Manager. His predecessors were:

Thomas A. Cashin	1912-17
Fred Boeken	1917-40
William H. Scott	1940-52
Charles Miller	1952-60
Vernon W. Anderson	1960-68

Mr. Moore's Utilities career has been identified primarily with San Francisco's Hetch Hetchy project in the Sierra which produces about 88 per cent of all the water served to San Francisco, San Mateo County, and portions of Alameda and Santa Clara Counties — water that also produces 2 billion kilowatts of electricity in three Hetch Hetchy powerhouses before it completes its 150-mile trip to the bay area.

He received his Bachelor of Science degree in Civil Engineering from the University of Colorado after seven years' service as a pilot in the U.S. Navy during World War II.

Mr. Moore and his wife, Kathryn, are parents of three daughters — Kathleen Ann, Joann Louise, Marjorie Lois — and a son, James Michael.

George M. Duarte Is Muni's New Deputy for Engineering, Planning

George M. Duarte has assumed the new Municipal Railway position of Deputy General Manager for Engineering and Planning.

An executive with the Massachusetts Bay Transportation Authority (MBTA) in Boston for the last seven years, Duarte resigned his position as Assistant to the Director of Planning and Construction there to assume the Muni post.

In announcing his assignment Utilities General Manager John D. Crowley explained that Duarte will have full authority in all matters concerning equipment and facilities of the Municipal Railway — including maintenance of transit vehicles.

A professional engineer, Duarte has an extensive background in civil and structural engineering and maintenance supervision, and has had a responsible part in the multi-million dollar modernization program undertaken by MBTA.

His enthusiasm for the Muni position was kindled, he said, when he learned of the San Francisco modernization program while Muni and MBTA were collaborating on the design of the new light rail vehicle that subsequently became the Federal government's choice as a standard for the nation.

Turn to page 3, col. 1

FAST-PASS on Trial

Much has been said about FAST-PASS advantages for riders; but it has a lot going for Muni operators.

No transfer problems, no fare questions, and no delays while riders pungle up the exact change. It's good for everything in the fare line for one month at a cost of $11.

Hopes High for Trolley Coach Flywheel Tests

Muni has been selected as the test transit system for developing the kinetic energy wheel (KEW) as an auxiliary source of off-wire power for giving trolley coaches a substantial bit of freedom from overhead wires.

The U.S. Department of Transportation's Urban Mass Transportation Administration (UMTA) has signed contracts with Muni and the Lockheed Missiles and Space Company's Ground Vehicles Division of Sunnyvale.

Muni will furnish operators and the two new Flyer coaches, and Lockheed will develop, install, and test the two KEW packages during the 32-month project.

About 15 months will be devoted to developing the flywheel kits, and 17 months to testing during actual revenue operation.

Utilities General Manager John D. Crowley explained that a great deal of research has already gone into the KEW project, and the experts have high hopes for it.

"It could well be one of the transit industry's greatest technological breakthroughs," he stated.

The idea of utilizing this brand of stored energy for transit vehicles was conceived right here by former Muni General Manager John M. Woods.

Museum-Concession For Cable Car Barn

A museum dealing with the history of transit in San Francisco — with emphasis, naturally, on cable cars — is now in operation in the Municipal Railway's historic Cable Car Barn at Washington and Mason Streets.

The Public Utilities Commission has approved a 5-year agreement between the Municipal Railway and the Pacific Coast Chapter of the Railway and Locomotive Society which will transform the Cable Car Barn's mezzanine Visitors' Gallery into a display of historic artifacts.

A concession operation following the same general theme as the museum is included in the agreement.

The museum and concession will be open to the public from 10 a.m. to 6 p.m. daily. It will be closed on Thanksgiving, Christmas, and New Year's Day.

MUNI MAN OF THE MONTH DAN FRAZIER, is shown here with pretty Barbara Davies, Miss Cable Car for 1973-74, who said she easily understands why Dan's passengers on 11 HOFFMAN Line like him so well. Behind Barbara and Dan, the Denman Junior High School Band, under Instructor Roger Torrey, entertains.

Grin 'n Bear It

Raymond F. Quan, in charge of Muni's Engineering Department, heard the following from a perplexed driver on the 38 GEARY line.

"Every day for over a week this dude gets on and asks:

'Do you go to the beach?'

'No,' I reply. 'The sign says 12th Avenue.'

"Man, I was getting tired of this, so I decided to out-fox him. The dude gets on again.

Do you go to the beach?'

'Yes,' I answered.

"And he snaps back: 'But your sign says 12th Avenue."

Ragtime Jim Now on Muni Personnel Staff

If you saw the movie "The Sting", you may have been intriqued by Scott Joplin's ragtime music.

If you appreciate it, if you are a ragtime nut, or if you are just curious, you will relate to Jim Heisterkamp, new senior clerk in the Bureau of Personnel and Safety.

Jim knows all about Sedalia, Missouri; Maple Leaf Rag; Euday Bowman; or the 12th Street Rag. He's an authority on the ragtime era (1890-1917) — in fact helped form two Colorado organizations, Ragtime Revisited, Inc. and Society for the Preservation of Ragtime Music in America. He's been president of both.

A charter member of the Street Artists Guild, Jim is a ragtime only disc jockey on KPOO-FM.

Dan Frazier Popular Muni Man Selection

Muni passengers and operators were in total agreement on selection of a recent Muni Man of the Month — that Dan Frazier of Ocean Division is one of the finest.

Attached to the 11 HOFFMAN Line, he is loved and respected by his passengers as evidenced by many letters of commendation. And the same friendly and concerned attitude applies to his fellow operators.

All this is true despite the grave concern he and his wife, Ann, have had for their seriously ill son, Dan, Jr., 11.

The large, decorated cake presented to Dan at the Ocean Muni Man ceremony by his fellow operators quite expectedly ended up at U.C. Hospital to be enjoyed by his and other youngsters.

In charge of the ceremony were John Virgil, Ocean Superintendent, and Travis Robbins, Ocean's TWU Division Chairman.

Highlights of the event were music by the James Denman Junior High School Band, under Instructor Roger Torrey; a presentation by Henry E. Berman, member of the Public Utilities Commission; and the participation of Miss Barbara Davies, Miss Cable Car for 1973-74, who is now pursuing a successful modeling career.

New Muni Operators Strengthen the System

To the following new operators who have recently "established a relationship" with Muni, we all say:

"It's good to see you."

Cable Car Division
John C. Diamante
Scott H. Rovzar
Walter G. Chalow
Henry Howard

Geneva Division
Anita O. Schennek
Perry Hawkins

Kirkland Division
Michael J. Mountel
Jack King Grass

Ocean Division
John A. Stewman
Philip W. Weaver
Luther G. Peterson
James B. Jackson
James E. Hayes
Louis P. Tercero
Robert D. Boggs

Potrero Division
John M. Firtz

Presidio Division
John G. McDonald
John T. Koehne

DUARTE, *from page 1*

Boeing Vertol is now manufacturing these cars for San Francisco and MBTA.

Duarte and his wife, Mary, are parents of nine children — six sons and three daughters. They are: Michael, 18; Kathleen, 17; James, 15; George, 12; Christine, 11; Kerry, 8; Keith, 6; Jonathan, 5; and Noel, 14 months.

Mrs. Duarte and the children will remain in their home in Norwell, Massachusetts, (near Boston) until school terms end — moving to San Francisco in late June or early July.

A native of Massachusetts, he received his bachelor's degree in civil engineering from Manhattan College in New York. Duarte also studied management development at the Harvard Graduate School of Business Administration and executive development at the University of Michigan.

He completed service in the U.S. Navy Civil Engineer Corps in 1957, and holds the rank of Commander in the Naval Reserve, and was recently selected to the rank of Captain.

Prior to joining MBTA in 1967, he worked for the Boston Naval Shipyard, rising to the position of Director of the Shipyard's Design Division.

Operator Lee E. Warren of the Ocean Division was recently honored by the Board of Supervisors, with President Dianne Feinstein presenting the City's Certificate of Honor. He is shown here (from left) with Travis Robbins, Ocean's TWU Division Chairman; Mrs. Barbara Warren; Mr. Warren; and John Virgil, Superintendent of Ocean Division.

Expert with Figures

A professor in our midst . . .

John Madden, Chief Accountant, is in his 10th year on the University of San Francisco faculty.

Each Monday and Wednesday night he teaches elementary accounting and a specialized course in governmental accounting.

John, who holds a Bachelor's degree in Accounting from U.S.F., has been with the City since 1960 — coming to the PUC in March, 1971, after service in the Controller's office and with the Department of Public Health.

Tell Us About the Kids

The sons and daughters of Muni personnel are doing great things in school activities.

We once remarked that a lot of school athletic programs would collapse were it not for the Muni youngsters involved.

Others have attained high scholastic achievements.

This is an invitation for the parents to let Trolley Topics know about it. We would like for everyone to know that Muni people do a lot more than run San Francisco's transit system.

Board of Supervisors Gives Prized Award To Muni's Lee Warren

An added "touch of class" was given a recent Board of Supervisors meeting when Muni operator Lee E. Warren of Ocean Division received the City's Certificate of Honor from Board President Dianne Feinstein.

"I did nothing I wouldn't expect anyone else to do under the same circumstances," Mr. Warren told the packed Board chambers. It was the perfect remark for the occasion.

Accompanied by his pretty wife, Barbara, Mr. Warren was honored for coming to the aid of an elderly gentleman who had been a passenger on his 51 SILVER Line bus.

The "elderly" man, who later told police that he was Nathaniel Lindman and that he was 91 years of age, alighted from the bus at Third and Mendell and was immediately surrounded by four young men.

Mr. Warren saw it all in his rear view mirror, stopped, jumped out, and the suspects fled. He radioed for help and waited with Mr. Lindman until police arrived.

HIGH NOON AT PRESIDIO DIVISION, and a strange sight, indeed, for Wednesday, March 13. It was in the middle of the City employee strike, which had a severe impact on Muni personnel. San Francisco without transit made a ghost street out of Market, and the pigeons and seagulls had the Hyde-Beach turntable area all to themselves.

'Spartan' Beginning

TOTAL MUNI RENEWAL — A STEP BY STEP CLASSIC IN PERSEVERANCE

Despair was in abundance around Muni after voters rejected a $98 million bond issue for modernization in the November, 1966, election.

A majority favored the program, but it fell far short of the required two-thirds margin.

The concept submitted was based on the improbable Simpson and Curtin report concept that San Francisco abandon four of its five streetcar lines and be satisfied with bus feeders to the remaining trunk rail line on the M OCEAN VIEW right-of-way.

San Franciscans wanted something better; and they are getting it.

"It was a beginning, to say the least," states Dr. John M. Christensen, Jr., who joined the Public Utilities Commission as Assistant General Manager for Finance five years later.

But $98 million seemed like a lot of money, and the City was expected to pay 100 per cent of the cost

But hope did spring eternal — and Muni is in business with a $206 million renewal project that capitalizes on the time-proven assets of the fine old system that provides more service per capita than any other in the nation

Bringing it about recalls the sweat and frustration by the few who did so much during the decades of financial drought for day-to-day operations — that ended last spring

How it came to pass is familiar to many of us; but Muni's younger folk were in high school then. They should know a little about it.

Soon after the dismal fall of '66, the "Dwyer Plan" came along — financing Muni's improvements through the non-profit corporation method. This is a complicated system based on the sale of the corporation's tax exempt bonds, guaranteed by leases with the City that cover the annual bond payments.

It worked for building real estate such as garages, produce markets, and a baseball stadium. William J. Dwyer, who was one of Dr. Christensen's predecessors — and is now Director of Airports — figured correctly that it could finance the modernization of a transit system

During all of 1967 and much of 1968 the PUC put the project together and obtained the approval of a cautious Board of Supervisors.

On August 19, 1968, the first program was submitted to the Department of Transportation's Urban Mass Transportation Administration (UMTA), a fledgling Federal agency that was wondering where its next dollar was coming from. And Muni was already waiting at the doorstep — virtually the first in line.

On December 4, 1968, UMTA approved the purchase of 200 buses with the requested 50 per cent financial aid. (At that time Muni was programmed for 600 new buses).

In November, 1969, the PUC, well ahead of the environmental ferment that would materialize a year or so later, instructed Muni to emphasize use of electrical vehicles in future planning.

Five years of history, the sweep of environmental consciousness, and the energy shortage "have made the wisdom of that PUC decision more and more profound", Dr. Christensen observed.

On April 28, 1971, UMTA gave final approval to Muni's $51.5 million Transit Equipment Program (TEP), which included 400 new buses, at two-thirds federal aid.

Shortly after UMTA approved TEP, the PUC submitted Muni's $44 million Transit Improvement Program (TIP) on June 25, 1971

Approval of $29 million came on November 8, 1971, and UMTA approved the balance (all at two-thirds aid) on June 6, 1972.

Then on February 2, 1972, the Power Improvement Program (PIP) to renew all Muni electrical distribution installations was submitted. UMTA's approval was received April 17, 1973

In January of this year the PUC added $81 million to the existing $125 million program — bringing Muni's total modernization bill to $206 million The scope of TEP was increased to $60 million, and TIP to $80 million

Here also was the origin of a fourth new Muni program — System Improvement Program (SIP), in the amount of $36 million. Some of its highlights are.

- Adding 135 trolley coaches to the order for 210 — $8,100,000
- Adding 20 subway-surface rail cars to the 80 being manufactured by Boeing's Vertol Division — $6,748,000

Turn to page 10, col. 2

Promotions, New Faces And Re-Assignments

Cheers, greetings, and good luck to those promoted, reassigned, or hired whose names appear in the following list issued by Demo Adams, Personnel and Safety Director:

Claims:	
Ralph Jordan	Claims Inv
Clerical:	
Ella Hendricks	Clk. Typ
Hannah Ahlquist	Jr Clk
Zareen N. Lodhi	Clk. Typ.
Roxanne McLeod	Clk. Typ.
David Meraz	Clk. Typ.
Juanita Pruitt	Clk. Typ.
Anne M. Shea	1444 Clk. Steno
Donna M. Conlin	1444 Clk. Steno
Jane E. Tompkins	1444 Clk. Steno
Christine Mello	Payr Clk
Linda Cooper	Acct. Clk.
Rosemary Baumann	Clk
James Heisterkamp	Sr. Clk.
June Horwege	Sr. Clk. Steno
Charlene Carmona	Clk. Typist
Corazon Pangilinan	Acct. Clk
Mabel Gin	Payr Clk.
Albert Fernandez	Payr Clk
Rudolph M. Cox	1444 Clk. Steno
Engineering:	
Zdzislaw Zakrzewski	Asst. Mech. Eng
Soon Lee	Admin. Engr
Equipment:	
Louis A. Bell	Sub-For Car Clnr
Harold Meadors II	Car Clnr
Roger Sandness	Auto. Svcmn
Warren J. DeMerritt	Shop Supt
Loy F. Lew	Maint. Mach
Gordon Miller	Maint. Mach
Kenneth Tillotson	Maint. Mach
Harry Nelson	Maint. Mach.
James A. Scardino	Maint. Mach.
George E. Fail	Auto Painter
William Kirk	Car Clnr
Charles A. Burnett	Car Clnr
Richard T. Gosha	Car Clnr
David E. Lake	Elec. Shopman
Peder H. Hansen	Elec. Shopman
Spencer R. Thomas	Auto Svcmn.
Hamilton Lew	Elec. Svcmn.
Anthony Charco	Auto Svcmn.
Malcolm Brown	Carpenter
Walter Donahue	Auto. Mech
Robert Byrd	Elec. Svcmn
Harry Chow	Auto Svcmn.
Russell Cushway	Auto. Mech
Frank P. Agius	Auto. Svcmn
Harold Fliegler	Maint. Mach.
Thomas E. Burney	Janitor
George Cooney	Janitor Formn
Arthur Stone	Car Clnr
John DeBono	Trkmn. Formn
Bob L. McAfee	Auto. Mech.
John F. Conefrey	Maint. Mach.
Tommy Jue	Maint. Mach.
Jose Ramirez	Auto Svcmn.
Transportation:	
Joseph Ramirez	Inspr
Harvey Smith	Inspr
Albert Foster	Ch. Tr. Inf. Clk.
Ronald Murphy	Arm. Trk. Guard
Louis J. Angeli	Act. Div. Supt.
Harry Chonoplis	Disp
Charles Romeyn	Asst. Div. Supt
Donald Cameron	Asst. Div. Supt
Clarence Benz	Instr
Samuel Garcia, Jr	Inspr.
Gilbert C. Repp	Sched. Mkr
Francis E. O'Brien	Disp.
Richard L. Longley	Asst. Div. Supt.
Harold A. Corron	Disp.
George Blackmon	Signalman
Angelo Figone	Tr. Chkr.
Ernest J. Condon, Jr.,	Inspr
Alfred McNaughton	Inspr
Ricardo L. Montes	Inspr
James T. McLean	Inspr
Edward M. Riley	Inspr.
Edmund Mateyka	Sched. Mkr.
Arthur J. Ransburg	Tr. Chkr.
Laurence Sauve	Tran Planner
Clarence Denson	Signalman
Rev. Accounting:	
John P. Moyles	Fare Col. Recvr.
Harry Chow	Fare Col. Recvr.
George Giorgone	Fare Col. Recvr.
Joseph Moriarty	Fare Col. Recvr
John K. Berry	Fare Col. Recvr.
Gary Lawson	Fare Col. Recvr
Craig Rigler	Fare Col. Recvr
Sheldon Shore	Fare Col. Recvr

POINTING TO HIS TARGETS, Art Holmer needled and ribbed the group attending the retirement luncheon held in the Cable Car Barn for him and Charles A. Smallwood, left. Second from left is John M. Woods, former Muni General Manager, and at "dead stop" on the steak is Earl Chatterton, Charlie's successor as Cable Shop Foreman.

Cable Car Veterans Retire in High Style

Two of the men who helped write the history of cable cars in San Francisco have retired.

They are Charles A. Smallwood and Arthur M. Holmer, both master workmen, who have retired after long Municipal Railway careers that were rounded off by service with the Cable Car Division.

Their love for the cable cars gave Charlie and Art a large field of common interest; but their differences are quite pronounced also.

Charlie has an abiding passion for the history of San Francisco, with emphasis on the City's colorful streetcar and cable car system. As Cable Car Division Shop Foreman, he devoted his spare time to many pursuits — railroad hobbyist, collector, and — more recently — writing.

Art is the dedicated craftsman with the magic brush, and may not be quite so well-known as Charlie. But Charlie heads the list of those who respected his talents around the cable cars. A lot of people had ideas about how they should look — but Art was one of the few who could produce the results.

His last major masterpiece is Muni's Centennial Cable Car which was honored with the designation, Car No. 1. There was no loud talk and lots of tip-toeing when Art was applying the gold leaf and fine striping on No. 1.

The inner recesses of the Cable Car Barn appears to be the last place in the world where a retirement luncheon could be held.

But that is where a gang of friends and well-wishers gathered for the luncheon hosted by fellow workmen of Art and Charlie's.

Where Charlie modestly voiced a few appreciative remarks, Art's sharp wit, possibly relaxed by a Hawaiian holiday a few days earlier, stole the show.

Charlie will be around to help the Railway and Locomotive Historical Society with the new museum and concession in the Visitors Gallery of the Cable Car Barn. He will, in fact, contribute many priceless artifacts to the museum.

"I like anything old," he explains. And he is well known for his treasury of old nickelodeons, forerunners of juke boxes.

Most of them have interesting backgrounds; and some came from sporting houses in San Francisco, Vallejo, and Sacramento.

He formerly worked as a night mechanic for the Market Street Railway, an experience that became the basis for his recently published popular book. "The White Front Cars of San Francisco".

MUNI HAPPY RETURNS

These are the letters you like to read; and the reading is getting better all the time.

There is not enough room to print them all, so we have selected pertinent excerpts.

Many thanks to these folks:

Chris J. Norris — Presidio

. . . No. 3481 was most courteous and kind and offered information when asked. He made our bus ride through town a most joyous one.

Paul S. Hatz
Montebello

William Peterson — Ocean

My grandmother was getting on the bus and the driver was very patient — polite and nice.

Mrs. Diane Conjulusa

Bruce C. Turner — Ocean

No. 1160 for his courtesy to passengers and consideration today in the stormy weather.

Ellen Larsson

Charles Turner — Potrero

No. 2945 — 33 line — for courtesy and thoughtfulness to his passengers.

Mrs. H. McKay

Frank R. Cedillo — Potrero

Courteous, pleasant, and very cooperative as our driver for the school tours.

Alice B. Stone
S.F. Unified School District

Kirkland Division

Our car was stuck on the tracks at the end of Stockton and Beach. The men tried to push and lift our car off and put out flares. We had nothing but kindness and concern all the while we waited for the tow truck.

Mrs. Fred Callis
Los Gatos

Muni Men

Without a doubt your bus drivers and cable car personnel are the most personable and courteous that I have ever encountered . . . Thank you for making my brief stay here more enjoyable through the efforts of your personnel.

Irving Vatelbaum

Donald Scheffner — Geneva

Patient and helpful in a manner that transmitted his good nature to his passengers. Clearly efficient and competent in handling his car (K INGLESIDE).

Jim Leonard

Leroy Daigle — Kirkland

. . . kind, helpful, courteous. He shows great patience with older people and children. He is a fine and cautious driver — one of the very best I ever had the pleasure of coming in contact with.

Tura Elodia Wolfe
Mayor's Office

John F. Benson, Jr. — Ocean

. . . courteous, careful, and confident — everything a driver should be.

Mrs. Edna Mahler

D. J. Vandersteen — Presidio

. . . waits for passengers . . . utmost courtesy . . . excellent service.

Jeanne Dihartce

R. M. Sapienza — Geneva

No. 3368 . . . most of the drivers quite nice and cordial . . . this one above average in consideration for passengers . . . tactful handling of belligerent passengers.

Vicki Blum

Jack O. Boon — Potrero

No. 2040 . . . polite, drives carefully. Good about not passing anyone up.

M. Quintero

W. M. Hutchins, Jr. — Kirkland

No. 2033 . . . courteous and efficient. A great combination.

Jeanne Englander

No. 2033 . . . A very efficient and courteous driver.

Mrs. J. Nelson

Travis B. Hawkins — Ocean

No. 1394 . . . Talked and joked with passengers and kept cool even though passengers were upset. Wonderful job.

Rebecca Harmon

Benjamin Smith — Presidio

No. 2851 . . . a person of fine and excellent character . . . unfailingly kind, considerate and courteous.

Isaac Ehrenreich, Ph.D.

Paul J. Tompkins — Presidio

No. 2729 . . . called out names of all streets . . . his "good morning" and "have a nice day" helpful.

Gary K. Wohlman

Harry E. Burke — Presidio

No. 2097 . . . kindness to riders, particularly elderly citizens.

Mrs. Joseph T. Rucker

No. 2097 . . . polite, respectful, has a pleasing personality, and is perfect for a position dealing with the public.

Mrs. Rose C. Chaffee

Elmer Jackmon — Ocean

No. 2694 . . . smilingly greeted each passenger, assisted an elderly lady with a huge bag of groceries and drove very carefully.

Mrs. F. M. Haverty

Jess Lee Watkins — Geneva

No. 1256 . . . pleasant smile for everyone and was cordial and helpful to all passengers . . . brought a little sunshine into everyone's life.

Berton Jacobson

Joseph Rodgers — Presidio

No. 1746 . . . I was terrified because I thought the dog was going to bite me. A 41 bus stopped . . . he stopped the bus to chase the dog away. Courteous to everyone on the bus.

Donna S. Lee

Leon Greene — Geneva

No. 2750 . . . Had relaxing medication for whiplash at hospital . . . couldn't stay awake . . . told him where I had to get off. Busy as it was, he remembered . . . very kind and helpful.

H. L. Apperson

N. R. Brownlow — Ocean Division

At a little past 6 a.m. I fell on the sidewalk at the corner of 43rd Ave. and Noriega . . . he saw me fall and quickly came to help me. I was fortunate not to need an ambulance, but due to the early hour and few people about, had I needed one, Mr. Brownlow's stopping would have helped speed one to me.

Ilene M. Liggett

Richard Yeu — Geneva

Your operator No. 2334 is very much concerned of his passengers, he really deserves a citation for efficiency and courtesy.

Jenny and Hedi Gerechter

Curtis Williams — Kirkland

. . . he opened his door, leaped out to pick up a man who had fallen on the sidewalk (no connection with his bus) and rushed back in to move on only after others had taken over.

Blanche Burnett

James C. Mabrie — Ocean

. . . he makes me feel happy just with his little greeting of "Good morning, my friend".

Marjorie San Felippi
and the staff at
U.S. Leasing Corp.

Isaac H. Flippin — Ocean

He was most kind in that he stopped the bus to let me board when he saw I was running to catch it.

Louise G. Miller

Boris N. Burluk — Geneva

. . . very courteous to the extent to where he asked his passengers to hold on when he came to sudden stops. Driver also had lots of patience, and greeted his passengers in a delightful manner.

N. Yoshimura

Kenneth Lockhart — Presidio

He is most courteous, calls out streets, does not jerk the coach. He is also so cooperative.

Patricia Taylor

Harvey L. Mitchell — Presidio

. . . friendly, courteous, and efficient service. I have gotten to know the fine performance of driver No. 2948.

Hal Moorehead

William Valentine — Potrero

It only takes a minute to give a compliment to a very courteous young man. He had a "courteous award" patch on his sleeve, but I thought he deserves another Thank you.

Agnes Blazer

Goree Dunn, Jr. — Potrero

I live at the end of the 6 Line, and recently I came home carrying two heavy bundles. He kindly took them off the bus and placed them at my door.

Ella W. Robinson

Woodson W. Smith — Potrero

. . . a man who was extremely inebriated began giving me a very unpleasant time almost as soon as I sat down . . . because of the action taken by Mr. Smith I was saved any further embarrassment and possible physical violence.

Katherine R. Rosen

Edward E. Harrell — Potrero

No. 3413 was pleasant enough to greet passengers as they boarded the bus, to give information willingly, and to wish people getting off a good day without going overboard with courtesy. His manner is genuine.

Miss Catherine Davis

Thomas Lomax — Kirkland

No. 2398 was exceptionally competent. He drove smoothly and carefully, stopping at the curb wherever possible. Passenger queries for directions were answered concisely and cheerfully.

Mrs. Elmer E. Burk

John W. Hamburger — Potrero

I observed a passenger berating the driver (No. 3576) with ill-concealed hostility. The driver was polite and reasonable throughout continuing harassment.

Lisa Mikulchik

John Selzer — Presidio

He has recently returned to the 30 STOCKTON Line, where he encourages cooperation with posted rules with a genial manner, and his friendliness brightens the day for us riders.

Eugene A. Sorensen

MUNI HAPPY RETURNS (cont'd)

John L. Cox — Geneva

I wish to commend Mr Cox for his gentility in his dealings with and attitude toward the passengers boarding his streetcar.

Thomas F. Ross

Bennie C. Jackson — Presidio

I couldn't help but admire the patience of the bus driver with two little old ladies who boarded the bus at different places. Both were chatty. The driver answered them courteously and even acted as though he was interested in what they were saying while paying particular attention to his driving.

Mrs Agnes Casey

Joseph Pierre, Jr. — Kirkland

My especial thanks to No. 1560 who kindly flagged down an inspector so that I could report my lost handbag to him; to the inspector who took the time to take the necessary information, and to the men in the dispatch office at North Point and Stockton who took the initiative in locating me.

Judy Frye Hardimon

Mason Lott — Kirkland

... very polite, very courteous ... waits for the older people. I do not always ride Muni, but I have observed what a wonderful man he is.

Mrs. Guerra

Alpheuf T. Benton — Geneve

... young boy took the wallet of an elderly woman. Mrs. Scott told the operator who recovered the wallet and returned it to the owner

Alice Scott (by phone)

Edmond Ressem — Presidio

... accommodating performance in being patient enough to wait for passengers he could have avoided.

W Ware

Willie C. McCoy — Ocean

... No. 1819 opened his window and asked a blind gentleman where he was going. The gentleman answered that he just wanted to cross the street. The driver got out of the bus and aided the man through traffic and across the street.

Ms. Ann Hofius

Glenn Jordan — Potrero

He is very courteous and helpful, and drives up to the curb. This is quite a safety measure. He is a credit to the company

Mrs L. Cunningham

William Valentine — Potrero

... No. 3199 is very courteous, friendly, always has a smile for the passengers. Also he is a good driver, doesn't go too fast or too slow

Vera Tawa

William Valentine — Potrero

... he (No. 3199) is consistently cheerful and courteous and gives people a happy start for the day.

L. McKim

Paul J. Tompkins and John T. Dresch — Presidio

I would like to commend two bus drivers on the 21 HAYES route. They are 2729 and 2227. These drivers are extremely courteous to the passengers and call out the names of the streets. It is a pleasure to ride with them.

Sister Davida Joseph

Benjemin Smith — Presidio

... as you may remember today is a very rainy day, and it brightened my morning considerably to have someone concerned about every person as he or she got off the bus on to the slippery pavement ... a very cheery manner to all.

Linda Potter

Joseph W. Howard — Ceble Car

He (No. 3424) went out of his way it seemed to be friendly and helpful to all passengers on his car.

Al Rose

Paul J. Tompkins — Presidio

... he greeted us all with a pleasant good morning, offering a transfer All the way down town he called each street loud and clear in a very pleasant manner.

Beverly A Whaley

Benjemin Smith — Presidio

This morning I rode to work on the 41 UNION bus with the most polite and pleasant bus driver I have encountered in years.

Miss Nancy Terrill

George M. Sullivan — Cable Car

... handled a very trying situation (a young man was very rude) in a very efficient manner.

Mrs. Schwegler

Joshua W. Kenoly — Kirkland

We have been on his bus many times and we find that he is most courteous and most concerned with the public. He seems to be very disturbed if there is a complaint, and he does his best to work it out

Russell J. Thomas

Ted E. Sykes — Ocean

No 3410 relaxed what could have been a tense, aggravating peak hour ride His leader had an accident, consequently our coach got all the leader's passengers. Our driver loud and clear told the passengers which stops he would make ... he remained patient and courteous. What a fine example he set

Marlene Heller

Edwin L. Dean — Presidio

Over the last 9 or 10 years I must have ridden Driver 1305's bus at least a thousand times. So it is high time to tell you that he seems to represent the Muni very well. He is courteous, as well as a careful driver His patience with the public seems endless

A Dana

Paul J. Tompkins — Presidio

... uniformly courteous in giving passengers directions and seeing to the well being of those on his bus.

Hugh F O'Neil

Benjemin Smith — Presidio

... exceptionally considerate of his passengers and their safety ...

Helen E. Jones

Ronald R. Bower — Geneve

... I never expected to see my handbag again after stupidly leaving it in the seat. So you can imagine my surprise and delight to be told by one of your staff, whom I telephoned, that my bag was waiting for me at 4th and Market, in the hands of the Muni official stationed there.

Alice Givens

Devid L. Hogen — Presidio

... a small car went through the red light and almost rammed the bus. No 3120 was commended by all the passengers for his quick reaction, and Mrs. Garbell was appointed to inform Muni of what took place.

Mrs M Garbell
(by telephone)

Joseph A. LeDuff — Geneva

... very good. He is a smooth operator and most proficient in his work

Ms. Lori Levin

Dan W. Frezier — Oceen

His pleasant greeting and courtesy helps start the day off in a pleasant way for me at 5 a.m. in the morning. I would like to nominate No. 1582 for Muni Man of the Month. (He made it.)

John Weidinger

Allen R. Buscaglia — Kirkland

... a young blind man who, obviously very insecure, got on the bus and was very puzzled as to where he wanted to go. The driver explained to him in careful detail ... and helped him get off and pointed him in the right direction.

J. Milton Seropan

Benjemin Thomas — Geneve

In these times of indifference it was extremely refreshing to have the privilege of riding with 3349.

J E Jordan

William Valentine — Potrero

He has made my day a little happier each time I've been fortunate enough to ride on his bus.

Kay Prud'homme

Lawrence E. Flynn — Geneve

... I called today and was told they had found my rings. I couldn't believe it and was so happy and grateful ... I understand they were turned in by a Mr L. E. Glynn ... (Mrs. Wright removed her rings while aboard a streetcar and forgot to put them back on).

Mrs. Dorothy Wright

Peter G. Economou — Ocean

Every morning my day begins with a big hello and a smile from the driver of the 44 community service bus that runs from Glen Park to Forest Hill Station. His cap number is 1070.

Linda J. Bell

Eugene Craft — Potrero

he stopped, alighted from our bus, went to the opposite bus, after excusing himself to our passengers; and accompanied a blind man on to his bus. When the blind man reached his destination, Mr Craft once again excused himself and delivered the blind man into the church door

Miss Sylvia Bianchi

Marcel J. Seles — Kirkland

for his kindness and consideration of others He is a quiet man, but a real nice person. Badge No 3421.

Willie B Maddox

Samuel E. Ford — Kirkland

Always a kind word and a smile when people get on the bus

Mrs. Frances S Diaz

Jess Lee Watkins — Geneve

was so friendly, courteous and patient to every rider today; each person came down the aisle with a smiling, relaxed face after that brief but effective encounter with a nice man.

Vera S. Kruger

Robert R. Nervaez — Geneva

a passenger slipped and fell on the streetcar Your driver # 1828 was very kind and sympathetic and helpful to her

Mrs. Hannah Garrett

Carl Brown — Kirkland

I am a senior citizen with arthritis and could not make the high step of the bus. The driver left his seat, bent down and took my arm....

Viola G. McCauley

Alexender Charoni — Oceen

he slowed down and gave me a chance to get on ... the driver did not have anything to say, only showed his kindness.

Mrs. DeWiss

Ernest Condon — Potrero

I have ridden with this driver many times He is a courteous, polite, patient and helpful man.

Anthony Phap

Benjamin H. Thomas — Geneva

most helpful, calls all the streets, and is very courteous to all of his passengers.

Mrs. Kramer

Benjamin Smith — Presidio

It was a gloomy day — people and weather alike. Streets, stores and buses were crowded, tempers were short. Nevertheless, your driver greeted each passenger with a smile ... you can't imagine what this did for my day.

Mrs. J. R. Wilson

MUNI HAPPY RETURNS (cont'd)

Richard D. Carpenter — Potrero
James E. Whitman — Potrero
Laron D. Trotter — Presidio
Gov Johnson, Jr. — Presidio
Richard T. Carter — Potrero

In reference to your recent letter I am sending you the names and numbers of the operators with whom I have ridden many times, and also who I think are doing a wonderful job.

John Jenkins, Jr.

Dalton Benton, Jr. — Geneva

. . . the courtesy #3457 showed to a young lady with a very small child who was trying to alight from an "N" streetcar carrying the baby and many heavy bundles — and also his kindness to an elderly lady who was not sure just where she was going and if she was on the right car.

Mrs Alice Stinson

Joseph Youngquist — Geneva

. . . a refreshing attitude of pride in his job, is in complete control of his car at all times . . . his passengers are consistently assured of a safe, comfortable and expeditious ride.

Ms. Frances Regan

Charles Allen — Kirkland

. . . his number is #3440. On that rainy day he called each street and transfer point. It was so refreshing to ride with such a courteous and concerned driver.

Mrs. R Hunter

John C. Reed — Kirkland

I was very much impressed by the courtesy and consideration given me as a senior citizen with some handicaps. On account of my hearing difficulties I was unable to hear his name when I asked it. His bus was #3007.

Everett Carlson, M.D. (Ret.)

A. D. Saltzman — Geneva

. . if he had not waited a couple of seconds for me, I would have missed that car. He did the same thing for another passenger further on. At 8th and Market an elderly passenger fell as she was going to the sidewalk. He was at her side in an instant.

Jessie B. O'Brien

Julia M. Sheppard — Kirkland

. . when everyone is in a hurry and does not take time to be polite and courteous, Ms. Sheppard demonstrated the utmost patience, friendliness and expert driving. . . I have ridden on many occasions on a bus driven by Ms. Sheppard, and should have written you before.

Patricia Miller

Charles Turner — Potrero

I would like to commend the courtesy, cheerfulness and thoughtfulness of C. Turner, driver of #33 bus 2945.

Mrs. Thomas Christensen

Charles Taylor — Kirkland

. . a car coming off the freeway at 50 or 60 miles an hour ran a red light. We would all have been involved in a head-on collision if the Muni driver hadn't quickly anticipated the other vehicle's crazy movements.

Rosemary Rigney

Ronald Edmondson — Kirkland

It was raining, driving was difficult, and this driver has to be commended for the way he was driving.

Linda Tomback

Andraw Mattock — Potrero

Just a note to congratulate one of your drivers — No. 1943.

Gabrielle McKay

Clarence E. Cook — Presidio

This was a very good and efficient driver. He takes very good care of his passengers.

Brain Thomas

Hilliard C. Terry — Geneva

. . . a true gentleman in every sense. His number is 1349. I have been on his car a few times in recent weeks, and his courtesy and kindness to passengers is truly refreshing.

Audrey Airaldi

Jess Lee Watkins — Geneva

. . pleasant to all his passengers. Greets them all with a "hello" and "have a good morning".

Fred Clamm

Curt E. Schneider — Kirkland

. . #3110 was exceptionally courteous. A heavy rain was in progress and he drove with much caution. At each stop he made an effort to look for would-be riders who had taken shelter in nearby doorways, etc. Many of the drivers on the 55 Line are kind. This one was exceptional.

K. Kenney

Joseph W. Groves — Potrero

. . bus route 38 on the 14 Line — greets us each morning with a smile and a good word for the day. It has helped us to start our daily picketing with more encouragement.

(name illegible)

John W. Fields — Potrero

Always greets his passengers cheerfully, waits for late comers to board safely, and drives with care and consideration.

Nina Blake

Andrew Mattock — Potrero

I have had many occasions, especially to ride on the Sunday bus to church on the Marina bus, with your driver #1943 and have found him a very fine gentle man toward my 92 year old sister and me, and I am 84 years old. I have witnessed many old people board the Muni buses, and abuse your drivers, and it is uncalled for, when all you need is new equipment.

Lucy A. Hacker

John W. Fields — Potrero

One of the most courteous drivers.

Malone Bincent

Gilbert Gomez — Kirkland

His number was 2094, and he called out the names of the streets so clearly as we rode along — also in plenty of time if you had to get off. . . a very good operator as well, not jerky but drove along smoothly.

Amy A. Eastman

Harvey H. Harris — Ocean

The courtesy he extends, to senior citizens in particular, would justify his being Muni Man of the Month.

Leo E. Heyman

Carwell Fowler — Ocean

. . find drivers on the 12 OCEAN, K INGLESIDE, and 52 EXCELSIOR to be most polite and helpful in particular #1222 on the late hour 52 EXCELSIOR. His name is Carl.

Ms. Teresa Schafer

Charles Turner — Potrero

Always Mr. Turner offers a friendly greeting to start the day off right and on occasion if I start walking down the street to keep warm he always stops and picks me up wherever it is possible without obstructing traffic.

Dorothy W. Glanister

Ernest C. Graves — Kirkland

He is courteous, thoughtful, polite and most pleasant to ride on a bus with. I know a lot of his passengers feel as I do, but maybe they have not gotten to write to you.

Mrs. W. Naughton

Olivar Shumata — Kirkland

Regarding operator #3271, his name sounding something like "Schoomah". We would like to make a strong recommendation that this fine operator be recognized for courtesy. . . in the name of all those who witnessed this marvelous behavior.

Mr. and Mrs. Rafael Matias

William Carter — Ocean

. . . most energetic and cooperative with all the riders and possesses that rare quality which lends itself to dealing and better understanding with the public.

Mrs. R. Z. Goldman

Benjamin H. Thomas — Geneva

Very courteous to all his passengers. Called all the streets.

Mrs. Kramer

Rich C. Stephens — Ocean

. . No. 1965 — tie-up on Market, big loads of school children, longest, most uncomfortable ride we have had. But our driver came through serene and cheerful. The greatest.

Mrs. R. R. Ward

Ernest Condon, Jr. — Potrero

I have ridden with this driver many times — most courteous, polite, patient and helpful man.

Anthony Phap

Clarence Fleming — Kirkland

A more pleasant driver I have not run into.

Judy Gavin

Eugene Craft — Potrero

I am very ill with arthritis — bought a metal ironing board on special. . . no one to help me. . . No. 2693 helped me off that bus with that ironing board. It was very, very kind of him to do it.

Mrs. Tilly Wade

William Devore, Jr. — Potrero

He was successful in contacting me, and my purse was returned to me intact, for which our family is very grateful to him. He is a good man and interested in the welfare of his passengers.

Evangeline Carrillo

Samuel Gelini — Geneva

The Muni man (cap 1100) was a passenger on the M car. This lady. . . was carrying a heavy bag which interfered with her balance. Mr. Cap 1100 relieved her of the bag, helped her alight, then set the bag on the sidewalk. In these days of non-involvement it is so good.

Mrs. Allen T. Wright

William Valentine — Potrero

Today I was standing at the front of the bus, which was near enough to hear how very pleasantly the driver (3199) spoke to the passengers.

Mrs. Paul Valente

Walter E. White — Kirkland

I was so impressed by the cheerful, courteous, and accurate manner with which he answered all questions asked.

August F. Reich

Tharis Lee — Ocean

For his kindness to an elderly woman hurrying for the coach in the middle of Mission Street.

Inspector Oosterbaan

Joseph W. Howard — Cable Car

(Cap No. 4324) — he is lively, polite, fun to be around, and adds to the charm for which San Francisco is famous. . . the other day he assisted my friend with a cane. . . just common courtesy.

Mrs. Clifford McCray

Carwell Fowler — Ocean

I was extremely impressed on how courteous and polite the bus driver was. His number is 1222.

Dorothy Evenson

Benjamin Smith — Presidio

The driver's good nature, positive attitude and his obvious concern for the welfare of his passengers were infectious, making the ride enjoyable for all.

David I. Williams

MUNI HAPPY RETURNS (cont'd)

Robert Walker — Kirkland

. . courteous enough to stop and help push a stalled car out of an intersection . . always thoughtful and considerate of all his passengers and his manner is always extremely pleasant

James A. DuCharme

Edward P. Hildreth — Ocean

There are quite a few of us that ride the #26 bus, coming from various transfer points to get to our work, and Mr. Hildreth makes it a point to keep a look out for us and if he sees us approaching gives us a chance to make the connection.

Virginia Blackwell

Robert Walker — Kirkland

He could easily have gone around the stalled car and forgotten it, but he got out and pushed the guy to a safe spot . . consistently friendly and courteous

Diane Rowe

Glenn Jordan — Potrero

He is always courteous, polite and pleasant to everyone. He bothers to be helpful and patient in answering questions

Mrs. R. Morey

Edwin Harshman — Kirkland (now Geneva)

. . It was pouring rain . . . instead of letting us off at Brannan and Third . . he let us off in front of the station.

Murray A. Webster

Benjamin Smith — Presidio

We were especially impressed by his instructions to a young couple who needed directions . . many of his elderly passengers appeared to know him, and seemed to be very fond of him.

Mr. and Mrs. Charles A. Reynolds

Samuel E. Ford — Kirkland

. . I lost my transfer . . it was cold and I was going to work — and this nice wonderful man said "come on in. You probably had a transfer", which I did. I asked him for his cap number

Mrs. Irene H. Gershman

James F. Monroe — Ocean

. . exceptionally neat in appearance and excellent driver. He enforces the rules such as smoking and loud transistors blasting. My compliments to operator #2590.

Mrs. A. LeBrun

Gene E. Turner — Cable Car

. . . another cable car came off the tracks. Number 2946 displayed exemplary coolness, polite and energetic service to his customers. He is to be complimented for making friends for your lovely city

Richard L. Anderson
Capt. W. F. Frost
Delta Air Lines

John Edward Ross — Kirkland

. . He went out of his way to help a passenger that couldn't speak well and waited for an elderly lady. He has a smile and a nice word for everyone.

Patricia Smith

Dalton Benton, Jr. — Geneva

. . . discovered I left my purse in the car. I went back to the bus stop at 19th and Judah. When Mr. Benton returned, he handed me my purse courteously.

Helen Chu

Everett M. Dawson — Kirkland

. . . appreciate the kind services of No. 1282. He greets people, explains to people the buses to be transferred when asked.

Marie Lee

Michael G. Weber — Ocean

Driver 3625 was very special. He was incredibly nice. He was courteous, friendly and tactful. During our ride a woman fell down on the bus. No. 3625 at once stopped the bus and helped the woman to the front of the coach. He then asked for her personal info and asked a few witnesses to sign a small blue sheet of paper. He was very polite and calm. Do you know what kind of thanks he got for it? A few rude, unfeeling passengers said things like "Not me. I didn't see anything" and "Come on, man, let's get the bus rolling". Please let No. 3625 know that there was at least (I'm sure more) one person who appreciated his conduct.

Gail Nocito

Jesse J. Brewster — Kirkland

A gentleman. Very courteous and helpful to all his passengers.

Mrs. McMillan

Benjamin Smith — Presidio

A very young lady who got off said "You are sure the nicest bus driver I ever came across". And I said "I agree with you whole heartedly and I took down his number already".

Margot Weil

Edward P. Hildreth — Ocean

I wish to commend Driver 1124 for his helpful and courteous response to the passengers' needs and requests.

E. W. Eikelman

Demaster Survine — Ocean

No. 3517 for his many acts of courtesy. Very pleasant and obliging.

Miss Lois Jenkins

William T. Rucker — Presidio

No. 2058 . . helped move stalled car out of traffic and called Triple A for her

Mrs. Kentta

Donald C. Worthy — Kirkland

No. 2271 . . always a kind word for his passengers . . waits for people running for the bus . . thoughtfulness and kindness every day.

Signed by 12 persons

John L. Gippson — Ocean

No. 3241 . . always very well groomed and nice with passengers

Rose L. George

Samuel R. Suggs — Kirkland

. . An elderly gentleman on the 43 bus had the misfortune of having the bag which held his groceries burst, spilling the groceries after he had rung the buzzer for his stop. I want you to know that No. 1466 showed great courtesy and patience while we all scrambled to pick up the old gentleman's groceries.

D. Burroughs

Leon Bellamy — Ocean

Dear Mayor Alioto: All too often we let it be known when things do not go the way we think it should. No. 3292 was very helpful, patient and kind — not only with me, but with others as well . .

Wannel Swearingen

Sam E. Mulligan — Geneva

. . He has a way of making me feel good even at 7:30 in the morning. He has all kinds of little sayings that make you smile and put you into a good mood . .

Iren Vizkeleti
Mary Furlong

Daniel Populus — Kirkland

. . For his concern for my safety during an incident near a bus stop at Sutter and Presidio.

Kathleen McLaughlin

Alone and Scared . . . Along Came Muni

The art of saying "thanks" is alive and well.

Muni recently received a letter from a Miss Diana Lewis, a newcomer to the City. Following is an excerpt:

"I would like to write and express my opinion about the Muni drivers. I came to San Francisco about 7 months ago and I didn't have any idea what the big city was like. The second day I was here my brother told me that I was on my own; and boy, was I scared to say the least.

"I really didn't know if I was going the right way or the wrong way. If it hadn't been for your Muni drivers I would never have got where I was going. They did everything but get off the bus and lead me by the hand.

"I say thanks a lot for the help the Muni drivers have done for me."

Drops In to Say Hello

Emanuel Bennett retired from a 32-year Muni career 13 years ago; but he dropped by to say "hello" and say that he is following the system and its improvement program closely.

A former motorman and conductor, he remembers many of the Muni men he helped train — among them Thomas G. Curran, Assistant Transportation Superintendent.

"I keep occupied — and don't let the cobwebs gather," he said.

Mr. Bennett explained that he was quite proud of his ability to give Muni passengers precise directions. He says he can still do it, and overlooks no opportunity to do so.

He signed on with Muni May 10, 1929, and retired April 1, 1961. He resides at 473 Flood Avenue.

John Leas, left, Committee Chairman for Boy Scout Troop 43, is a carpenter with the Cable Car Division. He is shown here awarding Scouting's highest award — Eagle Scout — to one of his troop. The hard working new Eagle is Allan, John's 15-year-old son.

The John Leas Family Strong for Scouting

The Municipal Railway had a deep interest in a recent Boy Scout Eagle Court of Honor.

John Leas, Committee Chairman for Troop 43, was especially proud because his son, Allan, 15, was awarded Scouting's highest rank — Eagle Scout. Holder of 25 merit badges, Allan is also a member of the Leadership Corps.

John, a carpenter assigned to the Cable Car Division, has been with the Muni for 10 years. A Pack Committeeman when Allan was a Cub Scout, John has maintained constant dedication to Scouting.

He and his wife, Lois, are also parents of two daughters — Mrs. Linda Crimshaw, Seaside, Oregon, and Mrs. Janice Phipps, a pre-med student at San Francisco State University.

We Love You, Julia

We're smiling through our tears, Julia.

Writing to Muni to order a FAST-PASS, Mrs. Julia Thompson praised Muni, pointing out that the all-purpose ticket "facilitates bus transactions for the passengers."

But she had something more important to add:

"Also, I congratulate all of you on the recent change of attitude on the part of many of your drivers.

"It seems to me that most of the drivers I ride with are more concerned about their passengers than I have been able to note in many years."

MUNI RENEWAL, *from page 4*

- Adding 100 six-cylinder diesel coaches — $4,000,000.
- Adding 5 coaches to the 20 small coaches to be ordered — $125,000.
- New rail service cars — wrecker, electrical line equipment car, custodial car, money vault car and rail grinder — $480,000.
- Retrofitting the GM coaches with noise-suppressing fluid fans — $200,000.
- Installing a computerized run-cutting and scheduling program (RUCUS) — $500,000.
- Re-railing the streetcar line between Ulloa Street and Junipero Serra Blvd. (at the 19th Ave. intersection) — $1,996,000.
- Connecting the M Line to the Balboa Park Station (Broad and Plymouth to San Jose and Geneva) — $1,390,000.
- Emergency spur track branching off beneath the Fremont-Market intersection for storing disabled cars — $2,000,000.
- New Municipal Railway building adjacent to new rail car service facility at San Jose and Geneva, which would also house the Water Department and the Hetch Hetchy Water and Power System. Muni share — $6,000,000.

These costs are currently undergoing rigid engineering analyses in view of the rapid rise in prices of everything, and it is probable some of them will be subject to upward revision, Dr. Christensen said.

Driver Praises Muni Shop Achievements

By GARY KARASIK
Presidio Division

Alvin Fisher, with Muni 19 years, is night foreman at Presidio. Along with mechanics Joe Sanchez and Bill Andrews, he handles road calls, equipment maintenance, and a lot of paper work.

Mr. Fisher sees some needed changes taking place. The shops are now fully staffed and parts are available, although some parts are no longer manufactured — necessitating pirating from other equipment, ingenious adaptation, or machining of needed parts from materials on hand.

The shops are beginning to catch up on repairs, and are again beginning a program of preventive maintenance. This will take some time.

He says relations with operators have generally been very good, although he sometimes thinks a few are "trying to try my patience."

Mr. Fisher and all the other shopmen deserve credit for a job well done.

673-MUNI

Anyone who ever called the old Muni route information number will be glad to hear that it no longer exists. There is a new number, and a whole new department, which will soon be staffed by 13 full-time permanent information clerks.

A new automatic call distributor has been installed. The new switchboard will hold 20 calls at a time, turning them over sequentially to an available clerk.

The department has been transferred to the PUC's Bureau of Public Service, under the overall direction of James Leonard. Robert Rockwell is supervisor of this modern facility.

The new number is 673-MUNI.

— by Gary Karasik

Meet George E. Horn, King of the Rail Buffs

There are railfans, and there are railfans.

With George E. Horn it is an ingrained tradition.

When he was a baby, his Aunt Lucy, a change agent for the Brooklyn Rapid Transit Co., often took him to work with her. He slept under the change boards of the Brooklyn "el" stations.

As a youngster he worked as a laundry packer in Brooklyn, regularly running outside to check the numbers of trolley cars moving to and from the Brooklyn and Queens Transit shops.

Failing to get a transit job on graduation from high school, George spent five and a half years in the Army. When he returned to New York he went to work in 1947 as a motorman with the New York City Transit system.

When the city started replacing streetcars with buses, he became a motorman on the subway lines. He was a yardmaster at the time of his retirement in September, 1969.

But an idea was hatched when George visited San Francisco on a 3-day pass when he was a GI in 1945. His first Muni ride was aboard a K INGLESIDE car.

Now he is one of Muni's operators on that line, and he is not hard to see. He is 6 feet, 6 inches tall.

A confirmed rail historian and an accomplished motion picture film maker, George is now on a 9,000-mile, 6 months tour of the nation to make sure his film collection is complete.

His leave will end, and he will be back on the job for Muni on October 1.

The trip will include stops at Los Angeles, San Diego, San Antonio, Fort Lauderdale, Miami, Washington, D.C., Philadelphia, Jersey City, New York, New Haven, Boston, Burlington (Vermont), Detroit, Chicago, and Madison (Wis.).

George has 33 unprinted films; but he intends to get them all in shape, and, ultimately, will give them to the Smithsonian Institution.

"I've seen great things happen in the transit industry. And it seems to me that little is being done to record it."

Rails are part of his chemistry. His grandfather, Edward Harrison, originally a horse car driver for Brooklyn Rapid Transit, was electrocuted when he accidentally brushed a panel board in a subway-elevated station. George's grandmother then became a ticket agent.

His father, George, a marble cutter and polisher, was seriously injured in New York State's worst transit accident November 1, 1918, which killed 97 people and injured 225. But he recovered and is still living at 85 years of age.

George married Theresa Finnerty, a frequent passenger on his car ("our courtship even took advantage of the waits for red lights") in 1954.

The Horns are now touring the nation in a 31-foot Airstream trailer. The license plate on his auto reads:

"SF-MUNI."

Kids Coming on Real Strong in Muni School Arts Competition

The Muni and its operators are being immortalized in numerous art forms by youngsters from 23 San Francisco junior high schools.

They are participating in the Muni Arts Celebration sponsored by the Public Utilities Commission on the theory that the experience will inspire them to teach their peers and a lot of San Francisco grown-ups to show pride of ownership in the Muni.

And it is working.

If you would like to see what it has produced, drop in at Larry Alperstein's fascinating community bookstore — Books Plus, 3910 - 24th St. — and see some of the entries in the competition that will end with the closing of school.

The youngsters launched the program by painting 12-foot exterior car cards that have been exhibited in the advertising racks on Muni vehicles recently.

Now they are busy turning out motion pictures, color slide shows, radio tapes, black and white photos, posters, cartoons, poetry and prose, and you name it. The theme is Muni's meaning to the City.

Watch for news about student Muni displays around the City.

A blue ribbon panel of judges has been selected to evaluate the entries; and its members say they are amazed at the quality of the work the youngsters have turned out so far.

The judges are:

Ruth Asawa, sculptor Scott Beach, actor-broadcaster; Rolando Castellon, MIX Program Director for the S.F. Museum of Art; Dewey Crumpler, young artist nationally acclaimed for his award winning murals at Washington High School; Imogen Cunningham, photographer; Jules Dundes, Director, Institute of Broadcasting and Film, Stanford University; Richard Foster, W. A. Palmer Films; Jim Goldberg, graphic artist; Helen Hipshman, artist; Gerri Lange, broadcaster; Donald R. McDaniel, Assistant Dean, University of California Extension; Steve Nagy, Instructor-Cinematography, film maker; Grover Sales, writer, critic; and Jade Snow Wong, author and artist.

The Muni Arts Celebration is a unique approach for a transit system; and we think it will work to the credit of the PUC.

It certainly beats the other alternative — in the past our only contact with this lively, and sometimes volatile, age group has been to call the police when they cause trouble.

Ideas Wanted

One of the most important elements of Muni's information services program is to widen understanding between operators and passengers.

Many of the ideas have come from operators, and we can use many more.

For example, a continuing "Muni Man's Memo" has been prepared for the take-one boxes. Each will convey an operator's thoughts as to how service can be more pleasant and efficient for everyone.

The first two were contributed by John Slater of Ocean and Gary Karasik of Presidio.

The same approach applies to a continuing interior car card: "Your Muni Man Suggests." If you have some thoughts for either, contact the editor of Trolley Topics.

THIS IS THE FORWARD SECTION of Muni's new subway-surface car as depicted by mock-up at Boeing's Vertol Division plant in Philadelphia. Back of operator's seat can be seen in front in the cab enclosure. Muni operators assisted in designing this area.

TROLLEY TOPICS

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John D. Crowley, *General Manager of Public Utilities.*

Oral L. Moore, *Acting General Manager, Municipal Railway.*

James J. Finn, *Director, Bur. of Transportation.*

Curtis E. Green, *Dep. Gen. Mgr., Operations and Administration.*

George M. Duarte, *Dep. Gen. Mgr., Engineering and Planning.*

James H. Leonard, *Editor.*

Marshall Moxom, *Photography.*

Editorial Office — Room 287, City Hall, San Francisco, Calif. 94102
Phone 558-4987

Volume 2 Number 2

Details of Upcoming Muni LRV's Listed by Equipment Engineer

(With the help of experts from Boeing's Vertol Division, Muni will soon begin training the men who will operate the new Light Rail Vehicles (LRV's) that will operate in the subway and on existing surface routes. The following description was prepared by MERRILL R. COHN, Muni's Transit Equipment Engineer.)

Although our LRV's will not be air-conditioned, they will have a modern heating and fresh-air ventilation system. We call it an "air-comfort system."

Seats will be made of fiberglass reinforced polyester plastic, colored to match the interior scheme of the car. Each seat will have individual cushion inserts at the bottom and the back. The cushions will be vinyl covered neoprene foam, contoured for maximum comfort.

The cars will have resilient wheels. Basically they are of aluminum with an elastomeric cushioning between the aluminum hub and the steel tire. The car trucks will have an air spring suspension system.

There will be large windows and the cars will have high-low steps so they can be entered from street level or directly off a platform in the subway stations. This will facilitate their use by the handicapped.

Our specifications call for specific noise limits so they will be as quiet as possible.

The LRV's will have two-way FM radio communications between the vehicle and central control. Each car will also have a public address system.

Testing of three prototype cars is scheduled to begin the end of this year at the DOT (Department of Transportation) track in Pueblo, Colorado, followed by testing in San Francisco in early 1975. Delivery of LRV's is scheduled to start in the spring of 1975, and should be completed by the end of the year. Hopefully, we will be operating in the subway in 1976 — in time for the bicentennial.

Once we are operating all five lines in the subway, we will be able to remove the tracks from Market Street, re-surface and complete the street beautification program.

So that we can remove *all* trolley wires from Market Street and still keep our "clean and quiet" trolley coaches, we are engaged in the Kinetic Energy Wheel project with Lockheed Missiles and Space Co.

Our surface lines are being improved by re-railing and plans are to provide separate rights-of-way on streets such as Judah. We plan to extend the K and M Lines to the Balboa Park Station.

We are purchasing 80 of these cars and are considering exercising our option to buy 12 more, and further considering 8 more for a total of 100.

We are also proceeding with plans for a new fare collection system which will facilitate transfers between Muni and BART and Muni's various modes of transportation. We are also studying the placement of shelters for waiting passengers.

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MUNI

TROLLEY TOPICS

Vol. 3. No. 1 San Francisco Municipal Railway — *"The People's Road"* September, 1977

Metro Center project nearing completion — 'goodbye' Elkton

Construction of the Muni Metro Center, contracted for $13.4 million, is 81.2% complete, according to a progress report by the Muni Transit Improvement Program (TIP).

The project involved demolition of the old Elkton shops, completion of trackwork in the intersection of San Jose and Geneva avenues; continued yard track construction and the beginning of track connections to Ocean avenue.

Elkton shops/equipment and functions have been transferred to the new maintenance building.

Elkton Shops, built in 1907, was torn down for construction of additional bays to the new maintenance building and installation of tracks in the storage yard for new light rail vehicles (LRVs).

"5-Year-Plan"

Choices facing Muni as it prepares for operation of the Muni Metro in the new Market street subway are detailed in a two-part study, "Five Year Plan 1977-1982" recently published by the Muni Planning Division.

The first section, "Muni Metro: Issues and Strategies," was prepared by Peter Straus; the second, "Transit Planning Thought in San Francisco," by Tom Matoff.

The study discusses the development of Muni's railway network in light of the evolution of transit planning.

Copies are available at the Planning Division office, Room 204, telephone 558-5284.

New disciplinary standard set for platform employees

New Muni disciplinary procedures "for minor, moderate, intermediate violations, avoidable accidents and miss-outs" has been put in effect as of August 16, Curtis E. Green, General Manager, has announced.

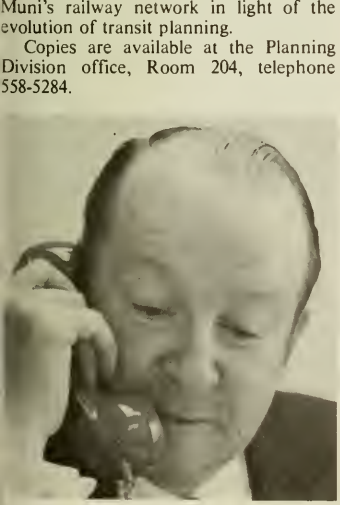
The new procedures have been agreed upon by Muni management and Local 250-A of the Transport Workers Union (TWU), Green said.

Past "disciplinary procedures tended to emphasize the use of suspensions with loss of pay," Green noted. "The new procedures will emphasize the use of instructive warnings, constructive interviews and opportunities for nonpunitive retraining ....in effect for a trial period of six months."

Management "does not intend to abdicate its right to discipline or terminate employees found guilty of serious major violations," Green emphasized. "Violations will be closely monitored."

DYAN PLICHCIK, secretary in Muni's executive offices, displays a poster stressing President Carter's message that the saving of fossil fuel is a major advantage in riding the Muni instead of using an automobile. Every 1,000 car drivers converted to using the Muni bus for transportation would result in the saving of 80,000 gallons of fuel and reduce pollution and traffic congestion, the program stresses. So next time, take the Muni!

Copies of the "New Disciplinary Procedure, August 16, 1977," are available to operators and other Muni personnel of each Muni division.



JAMES J. FINN.."bon vivant....raconteur."

Finn winds up illustrious career

James J. Finn, a product of old San Francisco tradition — has retired from City service.

Finn, Director of Transportation, has served under six mayors during a work span of 35 years. A graduate of St. Ignatius High School and University of San Francisco, he holds the Distinguished Flying Cross and five air medals.

A testimonial dinner will be held for him Friday, September 23 at Bimbo's 365 Club, 1025 Columbus Avenue. Telephone 474-0365 for reservations. A no-host cocktail hour will begin at 6:30 p.m., dinner at 8 p.m., and ceremonies at 9 p.m.

Finn was born in the Mission District, "at 18th and Sanchez, where most of the other great San Franciscans were born," he quips. Son of an Irish immigrant from Armagh, he first went to work for the City as a 16 year old page in the library and ended up his career as Director of Transportation for the Public Utilities Commission at 58.

Various positions also held included library purchasing clerk, assistant director of the Bureau of Personnel & Safety, Executive Secretary to the General Manager of the PUC, Health Department Personnel Officer, PUC Assistant General Manager, and Acting General Manager of Muni.

The retiring (but not shy) Transportation Director holds the reputation of being a raconteur and a bon vivant. During World War II he served in one of the U.S. Navy's "Black Cat" squadrons as an aviation radioman, South Pacific duty.

Trained transit guards promise tighter safety

A sight as reassuring as seeing a policeman walking a beat. That's seeing a representative of the law riding a Muni streetcar or bus — in the viewpoint of John Q. Public.

Establishment of the Muni Transit Police Division of the S.F.P.D. "should greatly enhance safety conditions for the public," in the opinion of John B. Wentz, Public Utilities Commission general manager.

"This new organization is a big step forward in the effort to provide Muni passengers with convenient and safe service. We hope it is now clear that the City will no longer stand for tampering with the public right to safe and untroubled service."

Lieutenant Donald A. Goad is in charge of the Transit Police Division's federally-funded program. The first class of 35 was graduated from the Police Academy August 8. Groups of 35 and 33 are scheduled to graduate in September and October. Graduates will have received 240 hours of police training. Previously, the transit security guards received only 80 hours' training with only citizen-arrest power.

Personnel under Lt. Goad's command will be certified as qualified police officers, with authority as peace officers while on duty.

Rod Bartholomew operations chief

Rod J. Bartholomew, former General Superintendent of the Cable Car Division, has been appointed Acting General Manager of Operations and Administration.

Bartholomew, 36, was first employed by Muni as a streetcar operator in 1962. He succeeds Henry D. Quinby.

On his way up, Bartholomew served as an administrative assistant, dispatcher, inspector, claims investigator, adjustor and division superintendent (Kirkland).

Formerly transportation instructor at San Francisco Community College, Bartholomew had attended City College of San Francisco, College of San Mateo, Golden Gate University and Lincoln University law school.

MISS CABLE CAR '77 is Christene Patton (center). The '76 Miss Cable Car is Barbara Davies (left). Runnerup for '77 honors was Kristine Buchner (right).

Vacuum farebox collecting system

Muni's new $2 million vacuum-fare collection system has been operating on a test basis on *16 Noriega* line since April. Full installation of the new Keene System is expected to be completed by the end of September.

The system is being installed by the Keene Corporation of Chicago at a contract cost of more than $2.3 million. A Federal grant furnished 83% of the cost, providing for 1,100 new fare boxes, six vacuum extraction units (one for each of Muni's operating divisions), 14 probe locations and a portable extraction unit. Funds were obtained from the Federal Aid Urban System and UMTA.

Features of the new collection system:

- No hands touch the money from the time it is deposited until the master container is opened in a central cash box.
- Electronic interlocks enhance security (the electronic operations is backed up with a secure mechanical system of separate locks.
- Less labor is employed in handling of the cash vaults needed to process fares from collection to bank deposit.

Eugene Womack heads personnel

New San Francisco Public Utilities Commission Director of Personnel and Training is Eugene Womack, former Personnel Officer of the Crocker Bank, Northern California headquarters.

Womack, 38, will supervise personnel procedures and training activities for approximately 3,500 employees of the three Commission departments — Hetch Hetchy Water and Power System, San Francisco Water Department and Municipal Railway.

Womack also has achieved "expertise in the fields of affirmative action, minority recruitment, labor relations and unemployment insurance procedures," PUC President John F. Henning, Jr. said.

Reared in San Francisco, he attended Polytechnic High School where he made the all-Northern California basketball team. He was also a cage star at St. Mary's College.

Revenues, rider rate show slight upturn

More than 112.7 million revenue passengers rode the Muni during the fiscal year of 1976-77, up 7.5% from 104.8 million the previous year, according to the Bureau of Accounts.

The lesser figure for 1975-76 was ascribed, in part, to passenger loss during April and May of 1976 because of a craft employees strike. Total for revenue passengers for 1974-75 exceeded 117.2 million.

Muni farebox revenue aggregated more than $23.3 million for the last fiscal year, up 5.8% from the prior year, but slightly lower than $24.8 million accrued in 1974-75.

CAPTAIN OF THE CHIMES — Carl Payne (2nd from left) was winner of the recently held Cable Car Bellringing Contest in Union Square. Sharing the joy of his victory were (left to right) Kristine Buchner, first runner-up in the 1977 Miss Cable Car Contest; Curtis E. Green, Muni General Manager; Christine Patton, Miss Cable Car; and Renee Barton, 2nd runner-up.

Nation's best riders in "Roadeo" contest

San Francisco's challenger for the 2nd Annual American Public Transit Association (APTA) National Bus Roadeo crown is Muni bus driver Clarence A. Chiles of Woods Division.

Chiles, who captured the title recently at Candlestick Park, will compete against a field of select drivers from more than 75 of the nation's and Canada's transit systems.

Chiles, who started Muni in 1960, is the holder of eight consecutive yearly safety awards. He won a similar bus roadeo contest while with the U.S. Air Force in 1953.

Muni trophies were awarded for second and first place and a plaque for third. Some 35 driver, screened by a committee of Transport Workers Union Local 250-A and Muni management representatives — competed at Candlestick.

"The roadeo was organized to reward Muni drivers with safe operating records," Muni General Manager Curtis E. Green stated, "and to set standards of competition to encourage operating personnel which provide passengers with safe, reliable and courteous service."

SAN FRANCISCO'S challenger for the North American bus roadeo title in Atlanta, Ga. October 11, will be Clarence A. Chiles (left), Muni Woods Division bus driver. Placing second in the S.F. championships recently at Candlestick Park was Douglas C. Norberg of Kirkland Division. Third was Ronald D. Haren, Woods Division.

Quotable Quotes

"It (Muni) is in reality 'The People's Road,' built by people and with the people's money. The first cable road in the country was built in San Francisco, and now the first municipal railway of the country is built in San Francisco...."

— Mayor James R. Rolph, Jr.
Muni opening speech, 1912

Safety supervisor named

Gene Henderson, former Assistant Safety Program Director of Public Utilities, has been appointed Safety & Training Supervisor.

Henderson joined Muni 31 years ago as a motorman operating out of the old Sutro division. He then became an inspector, day dispatcher, claims investigator, division superintendent, and, more recently, assistant claims agent.

Drummer crowned cable car king of bellringers

Carl Payne, by his own admission, a "duke of the drums" for two decades, is Muni's 1977 baron of the bellringers.

Payne captured top honors at the Cable Car Bellringing Contest, held recently at Union Square.

Michael McClure and Pete Pavlukevick took second and third places, respectively. The winners won $1,000, $500 and $100 in clothing value for win, place and show.

A field of 30 cable car drivers competed. Other top finalists were Randall Goetzl, Joseph Nobles and Al Quintana.

The winners also achieved a measure of national attention by appearing later on the Johnny Carson's NBC "Tonight" show.

Citywide radio network system

Installing of a $2 million Muni citywide radio communications system is "making significant progress," according to the Transit Improvement Program (TIP).

Installations include a UHF-base-mobile radio system, including three surface base stations, and six base stations in the Market Street subway, Twin Peaks Tunnel and Sunset Tunnel.

The project also includes 494 radios for buses and trolley coaches with silent emergency alarms synchronized to Central Control decoding equipment. Radios in use will be modified to include alarms.

Each of the 100 new Muni Metro subway-surface rail cars will come equipped for sychronization with the system.

Bus overhauling program improves

Overhauling of bus engines and transmissions continues at a five-units-a-week clip, the goal of the Muni engineering and planning department, according to George Duarte, Deputy General Manager.

Buses returned to service after overhauling numbered 127 during the January-July period this year, compared to 44 for the same time last year. This year's July total was 19 units.

July streetcar repair work showed an upswing, following shop organization in the completed section of the Muni Metro Rail Center.

Body work on disabled vehicles was restarted at the new facility. All available pit space was pressed into use.

Barnes 'Muni Man of Month'

Joseph W. Barnes

Joseph W. Barnes, of the 12-Ocean line, "highly regarded by his passengers and peers" is July's Muni Man of the Month.

Joseph N. Crossley, his superintendent at Potrero described him as "very conscientious...a man with an enviable work record."

Barnes and his wife, Barbara, live in the Sunset District with two sons, Joseph Jr., 9, and Troy, 5.

In addition to accolades from passengers, Barnes earned the praise of his fellow workers and of Muni management.

He received his Muni Man citation from John B. Wentz, General Manager of Public Utilities, U.S. Savings Bonds by Tom LaGrone of LaGrone's Insurance Agency and Lawrence Martin, president of the Transport Workers Union, Local 250-A, and $100 check from Metro Transit Advertising.

Muni Man of the Month for June was operator Kenneth Erkkila, who proudly describes his No. 45 Greenwich line as "the best in the City."

Other recent Muni Man recipients are:

JANUARY — Robert Booker, 33-Ashbury, not only a believer in "the Golden Rule," but a practitioner of it in the opinion of his passengers.

FEBRUARY — William D. Booker, 71-Haight-Noriega, the "Domino King" at Woods and an organizer of Muni's first bowling league. He also holds 10 safety awards, given by the S.F. Chapter of the National Safety Council.

MARCH — Delmas Allen, an operator who has been working the "floating board." He received many commendations from passengers on the 38-Geary, 5-McAllister and 30-Stockton lines.

APRIL — Thomas McBurney, a U.S. Navy gunner's mate during World War II, and a familiar figure on the L and M car lines.

"MUNI MAN of The Month" for June, Kenneth G. Erkkila (left), was presented an honor award by John B. Wentz, Public Utilities Commission General Manager, recently at Kirkland.

Baggetta transit equipment head

Frank L. Bagetta, who began with Muni as a mechanic in 1949, has replaced Cliff Nilan (retired) as Acting Transit Equipment Supervisor.

Frank started with Muni when some 209 new White Hydro-torque coaches were added to Muni's rolling stock, and left that job in 1956 to accept a promotion in another department.

Later he joined the San Francisco Water Department, and as Superintendent of Water Shops and Equipment, developing innovative procedures that have been adopted by public and private agencies throughout the country.

Current Division Superintendent assignment:

CABLE CAR DIVISION — Oscar Norman, (Acting General Superintendent).

GENEVA DIVISION — Don Cameron.

POTRERO DIVISION — Joseph Crossley

PRESIDIO DIVISION — Charles Romeyn (Acting Superintendent).

WOODS DIVISION — John Virgil James Stewart, Assistant Superintendent

TROLLEY TOPICS

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John B. Wentz, *General Manager, Public Utilities Commission*

Curtis L. Green, *General Manager, Municipal Railway*

Joseph L. Haughey, *Editor*

Marshall Moxom, *Photo Editor*

Fare collection equipment order

Purchase of $1,814,350 in fare collection equipment for the Muni Metro subway has been authorized by the PUC, according George M. Duarte, Muni Deputy General Manager.

The equipment will include automatic passenger gates, money changers and a central processor. There will be 15 fare collection locations within the nine subway stations.

The system will feature a combination of automated fare gates to handle routine fare transactions and a station agent to handle transactions not involving automated entry.

"The equipment is to be acquired under purchase order as soon as possible," Duarte said.

Accident rate plummets to an all-time low

Transit accidents dropped to an all-time low during the fiscal year 1976-1977, Reed J. Jordan, General Claims Agent, has reported.

During the past fiscal year, 4,892 accidents occurred with nearly 160 million passengers transported over 24.5 million transit miles, a drop of 15% over the previous period, the Claims Department said. There were 5,201 accidents reported during the fiscal year of 1975-76, with 148.1 million passengers conveyed over 22.6 million miles.

Passenger accidents numbered 6.03 per one million riders in 1976-77, compared to 7.2 per million the previous fiscal year.

Serious passenger injuries averaged less than 50 a year, Jordan stated

Accident categories also included traffic accidents: 3,120 for the recent fiscal year, compared to 3,365 for the previous year; passenger accidents, 961 compared to 1,069, "unusual occurrences" (including broken windows), 811 compared to 767.

Traffic accidents numbered 12.67 for every 100,000 vehicle-miles operated during the past fiscal year, and 14.87 accidents for the same number of miles the prior period

The reduction in accidents and settlements costs "are the results of improved driving practices by operating personnel," Curtis L. Green, Muni General Manager said. "Accidents statistics have shown a steady decline over the past four years."

"Safe driving habits by the operators, courteous treatment of passengers and an increasing concern for persons injured in Muni accidents are a major factor in holding down high settlement cost," he added.

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TROLLEY TOPICS

Vol. 3. No. 2 San Francisco Municipal Railway — *"The People's Road"* October, 1977

Wheels of progress spinning at the Metro Center

THE WHEELS of Progress are whirring at the new $13.4 million Metro Center, now nearly completed. Upper right, demolition of the Elkton Shops is seen in Jim Heisterkamp's photo. Lower left, rails are being installed, readying for LVR storage on Elkton grounds. Upper left is the Metro Center inside shop area. Lower right, shopmen roll a wheel truck under a hoisted trolley for re-alignment (photos by Marshall Moxom).

"The Riders Write —"

(See inside pages)

Moore August's 'Muni Man'

DILLON MOORE . . . he has a grip on things

Dillon Moore, cable car operator on the No. 59-Powell-Mason line, is Muni Man of the Month for August.

Moore was presented his honor award at Potrero Division by John B. Wentz, Public Utilities Commission General Manager. P.U.C. commendations also were presented to John W. Nervis of Woods, for aiding in the arrest of a murder suspect, and Clarence Chiles, also of Woods, who competes in the national "Roadeo" finals October 11 in Atlanta.

Moore was the recipient of a $100 check from Metro Transit Advertising, and U.S. Savings Bonds from the Transport Workers Union and LaGrone's Insurance Agency.

"Marshall" Dillon, as he is called by his fellow Muni operators, has been with Muni since 1953, with the exception of a year spent in the Army as a mess-sergeant at Camp Atterbury, Indiana.

He was born October 21, 1917, in El Paso, a town which he admits he "knows little or nothing about except that I was dropped there."

Brought up in southern California, Moore played on a Lomita prep championship football team.

Prior to joining Muni, he spent four years in the merchant marine as a messman, cook and baker and 11 years as a pipefitter with U.S. Steel in Torrance, California.

Moore has lived here for 26 years with his wife, Norma, and is the father of seven children, including a set of twins.

His chief relaxations are fishing and hunting, but, he laments: "there seems to be very few places left in California for good hunting."

While fishing in southern California waters recently, he recalls, he loaded his 16-foot craft with 450 pounds of Albacore — "which damn near sunk the boat."

Moore also grows fuschias and house plants, and has about 80 varieties in each category.

Claire Pilcher joins Public Utilities staff

Newest member of the city Public Utilities Commission is Claire C. Pilcher, 38, a local attorney.

Pilcher was shifted from the Board of Permit Appeals by Mayor George Moscone to replace Lydia Larsen, who resigned because of other commitments. A graduate from the Katherine Gibbs School in Boston and San Francisco Law School, Pilcher has been active in community and neighborhood affairs.

She has chaired the Friends of Noe Valley, co-chaired the Citizens Advisory Committee on Recreation and Open Space, and the Coalition for San Francisco Neighborhoods, and is a board member of SPUR, the Mission Planning Council, Friends of the Library, San Francisco Forum and other groups.

Winter kegling loop gets play underway

The Claims Department has entered a team — the "Claim Jumpers" — in the Municipal Winter Bowling League with kegling slated Thursday nights at Japantown Bowl, Post and Webster streets.

On the team are Vic Belliveau, Chuck Burleson, Jim Christian, Ed Lum, Jim Sauer, Walt Ware and Bill Smith (alternate).

(Sports news items are welcome by your editor.)

Tunnel repair project

A $342,350 project to repair cracks in the Twins Peaks Tunnel with epoxy is now well underway.

Work, begun July 5, is expected to be completed near the end of this year.

FRANK BAGGETTA (left), superintendent of equipment, and Gail Freeman, electric transit equipment supervisor, slice up a piece of cake in the form of a trolley car, celebrating the accelerated repair work at Muni Metro Center restoring some 19 J-Church streetcars to regular service.

Private security forces to be hired for Muni patrolling

Authority to seek bids and hire a private contractor to provide building and grounds security service to the Municipal Railway has been granted to John B. Wentz, general manager of the Public Utilities Commission.

Securities Services, now under the aegis of George W. England, is presently provided by an "in-house cadre of staff," Wentz stated.

A group of 14 employees now man nine Muni installations 24 hours a day, seven days a week, according to Curtis E. Green, Muni general manager.

If a private contractor is hired, present Civil Service employees could be reassigned to other installations with seniority over persons on a list, Green said. Eugene Womack, director, personnel and training, has been assigned by Mr. Green to work with Civil Service to see that no one loses a job.

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The San Francisco Municipal Railway, one of the largest and most heavily traveled transit systems in the U.S., operates over 85,200 scheduled miles daily and carries more than 690,000 passengers on an average weekday.

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Bus operator rescues three during wharf fire

Newspaper, television and radio reporters who covered a recent explosion and fire at the Harbor Tours office at Fisherman's Wharf missed the heroic work of Muni operator Rolly F. Howard, Kirkland division.

Howard was on a lunch-break at the Eagle Cafe, Jefferson and Powell streets, when the detonation happened.

He rushed across the street, helped drag three men out of the blaze, and used his coat to smother their burning clothing, Ron Gilmore, Kirkland superintendent, reports.

His reward: the rest of the day off with pay.

Ballpark express line to service 49er football fans

A new line, the 7-Ballpark Express, will carry football fans to all remaining 49er home contests at Candlestick Park this season.

The new service will operate on Sundays when the club is home (October 9, 23 and 30, November 20 and 27, and December 12).

The 7's route begins at Fulton Street and 8th Avenue, proceeds via Fulton, Stanyan, Waller, Shrader, Haight, Webster and Oak streets, and continues on James Lick Freeway to Muni loading zone at Candlestick.

Hours of service from Fulton and 8th Avenue are from 10:45 a.m. to 12:45 p.m. at half-hour intervals. Running time from Fulton and 8th to the ballpark is 27 minutes, from Stanyan and Haight, 23 minutes.

Other regular Candlestick Park express services are: the 28-19th Avenue from 25th Avenue and California Street; the 30-Stockton (Sutter and Montgomery streets); and 47-Van Ness (Clay Street and Van Ness Avenue).

The fare is 50 cents or a transfer with the addition of 25 cents. Fast passes will be honored.

Nervis a little nervous capturing suspected murderer

"I was born 'Nervis' — and also born 'nervous' ".

That's how John W. Nervis, operator from Woods' division explains his reaction in helping capture a murder suspect aboard his night-run No 14 Mission bus.

Putting together a radioed police description and the tense appearance of a bus passenger, Nervis got off his vehicle and made contact with the proper persons — leading to the capture.

"He took action that led to the person's arrest in a calm and professional manner," a P.U.C. commendation read.

"Calm . . . ca-ca-calm?" he asks.

New purchasing agent

New senior purchasing agent at Muni is Felix J. Lahaderne, veteran of 17 years of purchasing experience at City Hall.

Lahaderne exchanges places with Bernard Savant.

San Francisco Muni
949 Presidio Avenue
San Francisco, California
94115

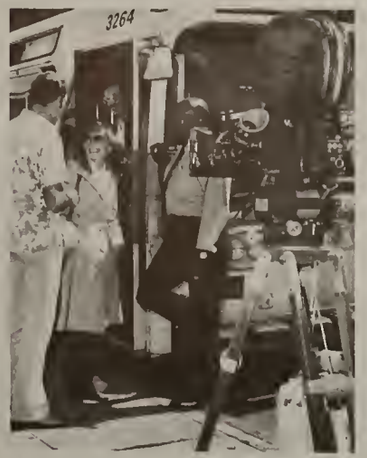
Hi! Muni

Dear Muni how is the buses doing
I hope fine I am fine I got the letter
I Like the picture you send me to do you
have some more picture of the green and
white Buses and the Red and white bus,
to the old ones on the mack Bus
I Said the best buses are muni Buses
they are better then A.C. Buses and
golden gate Buses I like these Buses
the best they Seam very good
they are all right good Luck muni
That all for now thank you From Renard Byrd

Postcard sent by Renard Byrd, Sebastopol, Calif.

Planning-Operations-Marketing study given go-ahead by TSCC

Approval of the final report on the 30-month, $300,000 Planning-Operations-Marketing study (POM) was granted at a recent meeting of the Transportation Study Coordinating Committee (TSCC). Approval followed a recommendation by Gerald Cauthen, project director, who reviewed the findings of the consultant — Wilbur Smith & Associates.



MOVIE MAKING — Muni bus operator John Riley (right), film director Ken Lamkin and actress Gail Ramsey discuss a scene in the film "He Loves Me Not," a U.S. Army documentary for TV use on what women should do in case they are victims or near victims of violent assault or rape.

The first in-depth examination of Muni in three decades, the POM study, was undertaken to implement improvements in Muni operations. It includes an inventory of routes, schedules, transfer points, patronage, information systems, personnel and safety, fare collection methods, and origin-and-destination studies.

Mrs. Doris Kahn, San Francisco representative on the Metropolitan Transportation Commission, chairs the TSCC. Other members of the committee are Supervisor John Molinari, Nat Gage, MTC; Stuart Eurman, regional official of the Federal Urban Mass Transportation Administration; and Curtis E. Green, general manager of the Municipal Railway.

Cauthen said key portions of the report concern the consultant's recommendations for improved service, such as:

- An adjusted Muni routing plan to reduce trip times and offer new transit opportunites for riders.
- Transit preferential treatments for the most congested streets on which Muni operates.
- A new track connection that would provide the J CHURCH and N JUDAH lines with direct access to and departure from the Muni Metro (the new streetcar storage facility).

The Riders Write —

"a pillar of the people. . ."

Letters commending Ezra Chambers of cable car division:

Lisa Monroe, age 10: ". . . the man . . . on the downtown cable car saw that I was a little scared" and "stopped me from crying . . . he was very kind to me . . . my mom and dad said 'he is a pillar of the people.' "

Linda L. LaFrance, who found herself "freezing, tired and stranded" (and without fare money) while waiting for a night bus near Apparel City was helped by Mr. Chambers: "A Muni-Man-of-The-Month usually goes to men on duty . . . but how about considering men off duty?" "His courtesy shown to his passengers . . . always will be remembered," Mrs. Nora Miles, a tourist, remarked.

Burnist Beauchamp — Presidio

When Mrs. Anne Beckfield, 71, from Peoria, Ill., twisted her ankle when running for a bus, driver Beauchamp assisted her and notified Central Control — and the woman was promptly taken to the hospital (Reed Jordan, General Claims Agent, reported). Her daughter, Mrs. John Edmund Stuckel wrote: "her unfortunate incident turned out to be a favorable memory of the Municipial Railway as a result of kind and courteous treatment administered. . ."

Scott H. Rovzar — Cable car

With cable cars starting to stack up with traffic blocked at Taylor and Francisco streets because of a cable car collision with an automobile, Rovzar, a gripman on another cable car, came to the rescue." With a hammer and a piece of wood he succeeded in lifting the fender off the rear wheel of the auto, enabling the car to be moved off the track, Inspector Ed Jones reported. "His expeditious actions in clearing what could have been a very long line delay and inconvenience, is worthy of high commendation."

Walter K. Thomsen — Geneva

Unusual presence of mind was shown by N-Judah operator Walter K. Thomsen in a recent incident at 3rd and Market streets, two witnesses — Richard Soderholm, project manager of DeLaval Turbine, Inc. of Oakland and Mary Sinclair of the Sunset District — have reported.

When a "frail, deaf elderly man "tottered" in front of his car, going against the signals, Thomsen noted an ambulance racing down Market in his rear view mirror, sirens wailing and lights flickering. He jumped out of his car, whipped around in front and snatched the man from the path of the racing ambulance, "saving the man from being hit and averting a potential catastrope," according to Soderholm.

James C. Albee — Geneva

"If each operator was like him you would never have any complaints," Margaret Dorington wrote. ' . . he is so courteous and helpful."

Theodore Swanson — Geneva

This letter from a little boy: (verbatim):
"To the Muni Ry,
I like T. Swanson, he is a good driver and a very safe gentelen an a savety one too!" — Stephen Wong.

Ray G. Fontaine — Geneva

"An excellent driver . . very courteous . . always cheerful." — Mrs. Jacob Small

Edward E. Lewis — Presidio

When a blind passenger told Lewis he had boarded the wrong bus, the driver stopped, helped the person across the intersection and guided him to the right bus stop, Richard C. Starratt, President of Morgan Guaranty International Bank of S.F., reported.

Another passenger, B.B. Proudfit, wrote: "It is rare to find someone with Muni who seems to enjoy his job and people so much."

Arthur Curtis — Presidio

Frank E. Bauer, Muni Chief Inspector, commended Curtis, his Assistant Chief Inspector, "for being instrumental in clearing an accident" which had caused a line delay at Van Ness and McAllister. His "politeness, helpfulness and efficency in handling the situation should be commended," Bauer noted.

Randall Roy Tom — Presidio

Millicent Hughes complimented this driver "for his patient explanations of a delay to a group boarding at Polk and North streets. . . "I rode on, musing about the frustrations and perils of being a bus driver . . . if someone does good, tell him now . . . he can never read it on his tombstone."

Sam Calvin — Presidio

"Inspector Calvin did a truly commendable job under operating pressure in keeping service going after an M-car split the switch at West Portal and had tied up traffic," according to driver James B. Holland: "In spite of the difficulty, compounded by rush-hour commuters, cars and buses all over the street. . . he did a marvelous job of handling the situation in clearing the tunnel."

Larry Smith — Presidio

Noting that "the equipment, service and manners of Muni drivers have greatly improved in recent times," Mrs. H. Kononowicz lauded driver Larry Smith: "You can rely on him that he won't speed off the curb when he sees you trying to catch his bus . . . He is polite to every passenger . . . he helps handicapped persons as best he can."

Richard McPherson — Potrero

A self-described "user of Muni for more than a half-century," Mrs. Jack Leonoff: McPherson is "the most pleasant, courteous driver I have ever had the opportunity to ride with . . . fast, yet very careful . . . always alert . . . an asset to your firm."

Noting that "some drivers are rather brusque, having to cope with traffic, school kids, and uncooperative passengers," (Mrs.) Molly Lawrence commented: "because he was so pleasant . . . all the passengers must have felt a bit more cheerful about life."

McPherson's action in helping "an elderly woman, using a crutch" to board a bus at Market and Noe streets, drew praise from (Rev.) William J. Owen, executive secretary of Santa Rosa Community Ministries: "He also patiently explained the best point to transfer, and, at that point, patiently waited for her to get off . . . his conduct was most meritorious."

Another side to his nature was noted by Louis Pappas: "In having to cope with cigarette smoking and unbelievable profanity, he doesn't put up with it one minute . . . a strong word from him and they stop . . . a very rare sight, these days . . he shows authority and means it."

OPERATOR STAFFORD WILLIAMS of Potrero division (left) models a Klopman Mills' "Tuff Twill" uniform while Bobbie Brown, the division's union shop steward, wears togs now used by Muni drivers. The three-piece, rust-colored wear-and-wash outfit will be given a 90-day trial by "Sir Stafford, "who looks quite spiffy, wot?"

THERE WAS something of interest for both adults and children when Muni Man of the Month (July) Joseph Barnes was the guest of Ringling Brothers Barnum and Bailey Circus in its recent appearance at the Cow Palace. To the left are (left to right) choreography dancer Nan Wylder, Muni General Manager Curtis E. Green, Barnes, and dancer Tracy Mayo. To the right Barnes is surrounded by some of the 40 children from St. Kevin's Grammar School — all seated in the Muni bus (driven by Bryan Cunningham).

Golden Gate Park shuttle bus line running on Sundays

A leisurely-paced ride for the tired walker through Golden Gate Park in the autumn is now a reality with the introduction of the No. 78-shuttle bus for Sunday-only runs.

The new route operates from the Kezar Stadium parking area to the music bandstand area in the park.

Two buses operate with 10-minute headways Sundays from 10 a.m. to 5 p.m. They start at Stanyan and Frederick streets with stops at Waller and Oak streets, turn into the park at Fell street onto Kennedy Drive and stop at McLaren Lodge, the Conservatory of Flowers, 6th and 8th avenues, Academy of Sciences, Music Concourse, Japanese Tea Garden and M.H. de Young Museum.

Regular fares prevail. Valid tranfers, monthly passes and Sunday-holiday passes are honored.

Condolences extended to Barton family

Condolences of the Public Utilities Commission and Municipal Railway staff are extended to Carl C. Barton, Superintendent of Transportation, and his family, in their bereavement following the recent death of his son, Chester.

Curtis E. Green, General Manager

Light rail vehicle test cars arriving from Philadelphia

Two streamlined Light Rail Vehicles (LRVs) are scheduled to arrive here from Philadelphia October 15 to 17 for test runs.

Some 100 LRVs are being manufactured by Boeing at a cost of $330,000 each. Along with those now in use in Boston, they are the first streetcars to be manufactured in the U.S. in nearly a quarter of a century.

The appearance of the test-cars will highlight Muni's $300 million "top-to-bottom" modernization program.

"Riding the Muni" Pamphlet Updated — and now available

An updated edition of "Riding Muni, The People's System," — a pamphlet containing an explanation of the system's fare structure, rules, and suggestions for riding convenience — is available at the Muni Bureau of Public Service

A copy may be obtained by sending a stamped, self-addressed legal-size envelope to Municipal Railway, Bureau of Public Service, 949 Presidio Avenue, San Francisco, CA 94115, or to the San Francisco Public Utilities Commission, 287 City Hall, San Francisco 94102.

Editorial —

YOU, too, can become a news reporter —

Trolley Topics will become one of the top transit newsletters in the nation if you — the reader — turn newshawk.

If Muni people will give us news about themselves and others, Trolley Topics will be full of interesting stories.

The entire gamut of the Muni multi-experience is a rich source for straight news or feature copy.

Until the time someone in your division is designated (or designates himself) to join the *Trolley Topics* staff as an "unofficial" news reporter, you can contribute whatever you deem newsworthy.

Trolley Topics was born in 1946, "succumbing" when Addy Svendsen, a very able editoress, fled the Muni scene in 1952.

Publication cannot be at its highest effectiveness, if only one man is responsible — so, if everyone pulls an oar, the boat will reach the shore without floundering.

Deadline for copy (or news items) is the beginning of the last week of the month for publication the first week of each month

Joe Haughey, editor

Introducing the new editor of revived 'Trolley Topics'

By Robert B. Rockwell
Public Relations Director

Meet the newest member of the Bureau of Public Service, Joe Haughey, editor of *"Trolley Topics."*

Joe is a former byline sports writer, cartoonist, reporter and make-up editor with what once were four San Francisco newspapers before the mergers — *The Chronicle, Examiner, News Call-Bulletin,* and *The News.*

He has also worked for the *Daily Commercial News, The Monitor* and *Pacific Shipper,* and carved out an alternative career in public relations with the San Francisco Chamber of Commerce and the Wine Institute.

Joe was graduated from the University of San Francisco and attended the University of Notre Dame and California philosophy graduate schools, but a near-fatal accident interrupted his desire to become a professor of philosophy.

You will be seeing Joe at the shops and barns, and he's eager for news about Muni and the 3,000 men and women who make up the Muni family.

So please contribute material or give him a call — Bureau of Public Service, Room 231, 949 Presidio Avenue, San Francisco (558-2301).

"Clear Bus Zone" campaign, — 1,327 tags are issued.

A citywide drive to discourage drivers from parking in Municipal Railway bus zones has resulted in the issuance of 1,327 citations by Muni's Security Services from August 27 through September 27, Phil Gladstein, assistant security chief, reports.

The "Clear Bus Zone" campaign was inaugurated by Curtis E. Green, General Manager of Muni . After a meeting with about 100 senior citizens, representatives of the "Community Advisory Committee on the Aging" and Muni operating supervisors.

"All the agencies concerned are aware of the situation, and have promised full cooperation with our effort to eliminate a problem which is particularly dangerous to older citizens," Green stated.

The S.F. Police Department and its new Muni Transit Police force also are involved in the tagging drive, Green said.

Gladstein led Muni's Security Services' team in issuing 443 citations. Following him were Frank Abarca, with 431, Ed Sarlatte, with 333, John van den Berg, with 145, and Ken Dixon, with 54 citations.

Senior citizen volunteers from the Advisory Council are attaching printed notices to violators windshields of illegally-parked cars and trucks.

The notice reads "We beg you not to park in the bus zones. It is very difficult to board and depart when buses cannot pull to the curb, especially for the elderly and handicapped."

Green predicted a "dramatic decrease in bus zone violations."

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Inspectors issued 1,994 traffic tags for the August 27-September 27 period, according to Art Curtis, Assistant Chief Inspector

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The San Francisco Municipal Railway, which began operating in 1912, is the first municipally owned transit system in the United States.

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A NEW MUNI motor coach line, the No. 78-Golden Gate Park shuttle, is now operating on Sundays, a project supported by Mayor George Moscone (center). To his left is John B. Wentz, Public Utilities Commission General Manager, and to his right, Curtis E. Green, Muni General Manager. Peeking over the mayor's shoulder is passenger Ed Dunn.

TROLLEY TOPICS

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John B. Wentz, *General Manager, Public Utilities Commission.*
Curtis E. Green, *General Manager, Municipal Railway.*
Joseph I. Haughey, *Editor.*
Marshall Moxom, *Photo Editor.*
Lester Teal, *Photographer.*

23 transit police graduated from training academy

Twenty-three trained transit police were late-September graduates of the Municipal Transit Police Academy, a division of the San Francisco Police Department, held at the Hall of Justice.

The personnel, under the command of Police Lieutenant Donald A. Goad, received 240 hours of training at the Academy and were certified as qualified police officers, with authority as peace officers while patrolling Muni buses.

Graduates: Reynaudo Accuoe, Everett Adams, Stephen Beltrano, Gilbert Cobb, Edward Copeland, Kenneth Chambers, Somud Dison, Daniel Frias, Tomas Gutierrez, Johnny Holloway, Stanley Hudson, Ernest Kawana, Terency Laubach, Frederick Martin, James Rubinson, Edward Rogers, Clyde Sanders, Frederick Stroud, Glenn Sylvester, Lloyd Thomas, Robert Weibel and Jessie West.

Operation-training class is graduated

Recently-hired platform personnel, schooled in the S.F. Municipal Railway's Operation-Training Program, were graduated Monday (October 3) in ceremonies at Hamilton Playground.

Touching off the proceedings, driver Stafford Williams, of Potrero Division, drove to the grounds wearing what may become Muni's new uniform — a "New Look," three-piece, rust-hued outfit.

Present at the ceremony were Gene Henderson, Muni safety and training supervisor, and an array of Muni and P.U.C. dignitaries.

Graduating were Justino Anzaldo, Gerald Bass, Samuel Bibbens, Joseph Bonitto, Kose Faasii, Pierre F. Fuselier, Jr., Tyrie Haywood, Ronald A. Jones, Pasquale J. Pirone, James Qualters, Jerry Rogers, William A. Settles, LaVerne C. Simmons, and Gary Wong.

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TROLLEY TOPICS

Vol. 3. No. 3 San Francisco Municipal Railway — *"The People's Road"* November, 1977

Muni's new LRV fleet test cars on the scene. . .

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IT WAS A MILESTONE in Muni's history when two new LRVs manufactured by Boeing Vertol completed heir rail trip from Philadelphia to San Francisco. Upper left is one of the cars, No. 1220. To the right a Bigge Drayage Co. workman signals "all o.k." as the car is removed from the flatcar. Center left, car is readied for the acks. To the center, Muni personnel and news media prepare for a walk-on inspection. Next, a line-up of offic-ls (from left): Arthur E. Hitsman, General Manager, Surface Transportation Systems of Boeing Vertol; Curtis . Green, General Manager, Muni; Claire C. Pilcher, member, Public Utilities Commission; John F. Henning, r., PUC President; Rino Bei, Manager, Transit Improvement Program; John B. Wentz, PUC General Manag-r; Lawrence B. Martin, President, Local 250-A, Transport Workers Union; and Peter McCrea, PUC Vice resident. Lower left — the long haul is over. (see stories inside.) **Photos by Les Teal**

'Chart'-ing MUNI'S COURSE —
(see back cover)

THE OLD No. 1008 Pacific Conference streetcar — seemingly as indestructable as an old Rommel German-tank — was the first Muni vehicle to run through the Market street subway — hurtling the distance with speed and suavity.

— Photo by Peter Straus

United Way drive surpasses its goal

Muni's 1977 United Way drive has topped $14,000, or "117% of this year's goal," according to Cecil L. Williams, Acting Assistant to the General Manager and coordinator of the Muni drive.

"We intend to really go over the top with a last minute effort, and each employee is urged to contribute as much as possible," Williams said.

Kirkland leads all divisions with 70.7% of its goal now achieved — totaling more than $4,800, Williams reports.

Potrero contributed more than $3,000 — 45.1% of its goal.

Deduction cards, distributed to Muni employees, should be completed and returned to Muni's coordinator, Cecil Williams, 949 Presidio Avenue, San Francisco 94115.

Michael G. Wynkoop, Ass't. Chief Inspector Succumbs at 39

Michael G. Wynkoop, Muni Assistant Chief Inspector, died in San Francisco Saturday, December 3. He was 39.

Mr. Wynkoop began his career with Muni May 15, 1962 as a conductor. He was promoted to night dispatcher in 1966, served as an inspector in 1967, became a claims investigator in 1973 and an operations instructor in 1974. He was promoted to Assistant Chief Inspector in 1976.

Mr. Wynkoop was born in Alameda June 28, 1938. Very popular, especially with cable car division personnel, he was known as a "railroad buff."

They like us, even in old Philly. . .

Even Philadelphia has praise for the Muni. Here's a letter written by George D. Johnson recently printed in the *Philadelphia Inquirer:*

"I have recently returned from an eight-day vacation in San Francisco . . . was most impressed with the transit system. .

"The buses and trolleys were clean, free of graffiti, and very prompt, even into the late hours of the night

"Even the ancient, old cable cars were well-kept and clean

"My wife and I took advantage of all the sights . . . via the San Francisco public transit system . . . we could not help but wonder why the Southeastern Pennsylvania Transportation Authority (SEPTA) couldn't at least do a little better for 50¢ a ride."

'Torpedo test car' first in new subway

Muni's Market Street underground rail level was energized for the first time when the Railway's ancient P.C.C. streetcar No. 1008, "torpedo test car", recently rumbled on a roundtrip through the Muni-Metro subway from Eureka Station to Embarcadero Station and back.

Energy was provided with 600 volts of direct current running through 35 miles of power cable and 55 circuits from three new substations — 2nd and Stevenson Streets, Civic Center, and Church and Market Streets.

The new $2.2 million electrical system, needed to power Muni's new subway-surface light rail vehicles under Muni's Power Improvement Program (PIP), replaces an antiquated electrical system dating back to 1900. The program is separate from Muni's two other big modernization projects — $51.5 million for new vehicles, and $44 million for new shops, garages, tracks and other structures under the Transit improvement Program (TIP).

The 29-year-old car, first streetcar to be powered over the new trackage, was operated by John Nevin, using a pantograph of the type to be used by the new LRVs being manufactured by Boeing Vertol Co. It also was fitted with templates, shaped to the dimension of new cars to check tunnel clearance.

On board were engineers of the Transit Power Division of the Hetch Hetchy Water and Power System, Muni technicians and contractors.

"Everything worked perfectly," Oral L. Moore, Hetch Hetchy General Manager, said.

Boeing-Vertol experts, now testing the two-pilot vehicles for Muni-Metro's new 100-streetcar fleet, will test-run the cars in the subway later.

Car No. 1008 traveled some 40 mph at times in making the roundtrip.

Maintenance study by Toronto experts

A $190,000 one-year contract to improve Muni vehicle maintenance has been awarded to the Urban Transportation Development Corporation of Toronto by the Public Utilities Commission.

UTDC will provide Muni with recommendations for operating policies and administrative methods to increase effectiveness in its overall maintenance program.

Staff members of Calgary Transit and Toronto Transit Consultants, Ltd. (a subsidiary of the Toronto Transit Commission) will be enlisted by UTDC "to provide maintenance expertise."

"FOUR-COUNTRY" Jeff Simon (Channel 4), has taped a feature story involving Wilton Marshall — track oiler and "Mr. Fixit" of the California Street cablecar line. In this scene, (Mason and California Streets), Marshall is singing opera, a thing he does during his daily trudging of 5½ to 6 miles each day, up the steep grades of California and Powell Streets. "Don't name Ezio Pinza ahead of me," he says, "when I get on records, I'll prove it." Showings were on Channel 4 during newscasts December 1 from noon to 1 p.m., and from 6 p.m. until 7 p.m.

'Donor Mobile' 1978 visits to Muni scheduled

Irwin Blood Bank's "donor mobile" is scheduled to visit all six Muni divisions in its 1977-78 Muni campaign phase.

The campaign opened at Potrero division, with 35 pints of blood obtained from some 40 donors. Cooperating were John Virgil, Woods' superintendent, and Bobbie Brown, the division's union shop steward.

The self-sufficient mobile truck is scheduled to visit these Muni divisions this coming year:

Presidio, January 13; Cable Car, February 10; Kirkland, March 10; Woods, April 7; Potrero, May 5; Geneva, June 2; Presidio, July 14; CableCar, August 11; and Kirkland, September 8.

Prior to contributing, donors undergo a medical test for high blood pressure and a vial of blood is sent to the laboratory for testing, according to Judy Stark of Irwin Memorial Blood Bank.

Irwin visits have been arranged through the Muni Transportation Department under John Saragosa.

Frequencies of Muni transit services guide published

A new folder, "Guide to Muni Service Frequencies," is now available at the Muni Bureau of Public Service office, 949 Presidio Avenue, room 231.

The folder contains a table showing the average minutes between vehicles for major sections of each Muni route.

A copy may be obtained free at the Muni administrative building, Presidio Avenue and Geary street, or by sending a stamped, self-addressed legal-size envelope to Municipal Railway, Bureau of Public Service, 949 Presidio Avenue, San Francisco CA 94115, or to the San Francisco Public Utilities Commission, 287 City Hall, San Francisco 94102.

APTA post for Green

Curtis E. Green, Muni General Manager, was elected American Public Transit Association Vice President for Human Resources at the annual APTA meeting held recently in Atlanta.

Testing of LVRs now underway

The Boeing-Vertol's light rail vehicle — scheduled to become San Francisco's first new streetcar in a quarter of a century if approved by Muni — got its first test October 27.

According to Troy Bomar, Manager, STS Product Support Engineering, a 10 mile test-run was taken to check clearances between the exterior of the car and any possible obstructions along the right-of-way.

"It was a successful run — the car performed well and everyone on board was favorably impressed," Bomar said.

The car used for the clearance run is one of two LRVs which arrived in San Francisco from Philadelphia October 23.

"These cars will be used to conduct a six-month test program to operationally evaluate the interface between the car and other elements of Muni's system, such as the track and power systems," Bomar said.

The LRV is capable of operating on streets with automobiles and buses, on reserved rights-of-way (such as median strips where grade crossings may exist) and on private rights-of-way, with low level or high platform loading.

The LVR is 71 feet long (over anticlimbers), 11 feet-four inches high from top of rail, 8 feet-10¼ inches wide, weighs 67,000 pounds (empty), seats 68 persons, and has a maximum capacity of 219 persons.

First production delivery of the new cars is scheduled in late 1978 and completion of deliveries is scheduled in the fall of 1979.

2½ years more for rebuilding of West Portal station

The new $6.3 million West Portal Station for the Municipal Railway, to be situated "half in and half outside" the West Portal of Twin Peaks Tunnel, will be for Muni's exclusive use and is being financed and built by BART as one of its obligations to San Francisco.

Construction, which began June 15, is scheduled to take about 2½ years. The contractor is the William Simpson Construction Company.

The Twin Peaks Tunnel, 11,920 feet in length, was opened for service on February 3, 1918, to make nearly 5,000 acres of the area's home sites available.

It cost $4.5 million to build. All the financing came from assessments on the property to be enhanced — 85% from west of Twin Peaks, and the rest from Market Street property owners near the east portal of the tunnel.

The Twin Peaks Tunnel (nearly 60 years old), is vital to the people of southwest San Francisco today, Green said.

Muni has installed new tracks and roadbed in the tunnel at a cost of $1.6 million. Structural strengthening and electrification cost $3 million.

N-Judah line construction final phases

During the final phase of the N-Judah Line re-railing — a major step in the oncoming Muni Metro system — the regular transit route will undergo temporary changes, effective December 7, according to Curtis E. Green, Muni general manager.

While reconstruction of the track beds is going on, all regular streetcar and motorcoach service on the N-Judah will end at Judah and 30th Avenue to ease traffic problems resulting from re-railing of tracks between 32nd Avenue and the ocean-beach turn-around, Green said.

Two motor coaches will be put into early-morning service. A motor-coach shuttle line is scheduled to operate between 30th Avenue and the beach terminal with passenger interchange at 30th Avenue and Judah street.

Completion of this final phase is scheduled for November 1, 1978.

A low bid of $1,333,215 for track reconstruction and street improvement along Judah from 19th Avenue to 32nd Avenue, submitted by Bay Cities Paving and Grading, Inc., was authorized by the Department of Public Works. Muni's share of the cost is $930,000.

Homer J. Olsen, Inc., was awarded the contract for track re-railing and street improvements along Judah street from 32nd Avenue to La Playa, a low bid of $1,474,595.

Muni's commitment: $968, 950.

Plans to re-rail the N-Judah Line from the Sunset tunnel eastern portal to Church street are still in abeyance.

Class graduation in Operations-Training

Seventeen new operators were graduated October 31 from the Muni Operation-Training school, according to Gene Henderson, Safety & training supervisor.

Graduates:

Leon Cartwright, Samuel R. devore, J.J. Fernandez-del-Campo, Alton Lerch, Charles L. McCurty, Orlando Menhivar, Wai Chew Ng, Deborah K. Ramsay, Warren T. Robinson III, Walter L. Scott III, Thomas J. Simrock, Paul M. Slade, James E. Turnage, Markeith C. Wade, Walter S. Webb, Edward A. Williams, and Wayland R. Wong.

Cablecar shutdown

California Street cable car N. 61 service will be suspended from January 4 through January 23 for construction of the Robert Frost Plaza — part of the $34 million Market Street Beautification Program, according to Curtis E. Green, Muni general manager.

THE JANGLE of telephones indicates that Muni's Public Service Bureau is one of the busiest departments in the railway's organization. Personnel employed in the bureau numbers one chief, three seniors and 16 operators who respond to some one million calls in a year's time. Left to right: Jack Kindred, Albert C. Foster (Chief of Transit Information), Jose Morales, Johnnie Tsui (in foreground, center), Cornelius Gallagher, Matrone Bryson, Tom Foutch and Stewart A. Siegel (with pointer).

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Muni bureau deluged with phone calls

More than 82,000 telephone calls are processed each month by the Municipal Railway's Bureau of Public Service, according to Albert C. (Chuck) Foster, chief of the bureau.

The Bureau is a unit of the Public Utilities Commission, conducting information services for Muni as well as the San Francisco Water Department and the Hetch Hetchy Water and Power System. It is comprised of Director James H. Leonard, Muni Public Relations' chief Robert B. Rockwell, and Mrs. Ruth Parker, knowledgeable senior clerk stenographer.

Before its reorganization on April 1, 1974, when the Public Service Bureau was known as the Transit Information Bureau, it was under the jurisdiction of the Muni Transportation Department.

Incorporated into the Bureau of Public Service under the guidance of Leonard and Rockwell, the unit was moved from crowded office quarters to its present location in room 243.

New telephone equipment was added. The Bureau's Automatic Call Director system has 20 lines serving 10 operator stations. Incoming calls are counted automatically. The information bureau handles a million telephone calls a year, according to Foster.

The staff:

Albert C. (Chuck) Foster, chief of transit information; Benji Lynch, Paul Nathan and Stewart Siegel, senior transit information officers.

Transit information operators: Matrone A. Bryson, Marguerite Ferry, Thomas Foutch, Cornelius Gallagher, Rebecca Ibay, Curtis Jones, Ruth Kaasa, Jack Kindred, Jose Morales, Jacalyn Pitcher, Florante P. Sabado, Johnnie Tsui, Alfonza Tucker Jr., Donald Walsh, Darrel Williams and Donald Walsh.

Condolences extended

Condolences of the Public Utilities Commission and Municipal Railway staffs are extended to George M. Duarte, Muni Deputy General Manager, Engineering and Planning, and his family, on the recent demise of his father, Frank, in Edgartown, Massachusetts.

— Curtis E. Green, General Manager

J-Line trackage rebuilding slated

A $1.6 million contract to rebuild Muni' J-Church streetcar tracks between 22nd an 30th streets has been awarded by the Publi Utilities Commission to Homer J. Olse Inc., of Union City.

Work is scheduled to begin in January an completed by October of next year. Streetca

Lost-'n-Found Limbo of lost items

Dour old Diogenes — lantern in hand — searched in vain all his life for an honest man.

If he wasn't so chauvinistic, he might have found the quality of honesty in a woman.

Muni's answer to the philosopher's quest might well be in Dorothy L. Jaymes, head of the Lost-and-Found department.

Holding forth in the headquarters Building in Room 6, which — like the famed Fibber McGee closet — is small and crammed with lost articles, Dorothy is custodian of a variety of valuables — rings, watches, cameras, and money. All found and turned in by honest Muni bus drivers and San Francisco citizens.

September (the last month reported) could be a typical period: checks amounting to some $1,200 were turned in, with about $850 returned to the makers. Cash turned in totaled $495, with $404 returned. About 545 articles were turned in, about 30 of them returned.

Highest single sums turned in were about $500 in checks and about $300 in cash, Dorothy remembers. "As insignificant as any item might seem, we consider that it's important to someone," Dorothy says. "Even a toothpick."

Among the oddities now in Dorothy's custody are a PG&E hardhat with matching goggles, a gentleman's bowler with gloves and a swagger stick, a pick and shovel, a wheelbarrow, bicycle, bedroll, baby-stroller, crutches, walking sticks, clarinets and trumpets, and sets of false teeth.

For the learned, there's a Chinese-language Bible, and a Hebrew-language Old Testament — plus enough foreign language books to make a Tower of Babel library.

For the sports filbert there are footballs, soccer balls, tennis balls and basketballs, plus spiked track shoes, tennis racquets, fishing rods, golf equipment and enough mitts to field a full baseball nine. Most numerous items include eyeglasses, turned in by the thousands annually, keys, umbrellas, purses, wallets, briefcases and books.

Telephone calls average about 400 for a seven-day week (about 50 to 75 a day, and 200 for a three-day weekend) — many of them from farflung cities such as Miami, New York and New Orleans.

LaMark is named November's Muni Man-of-the-Month'

Alex LaMark, night driver of the Haight-Sunset No. 72 line, has been named Muni Man of the Month for October, Curtis E. Green, Municipal Railway General Manager has announced.

LaMark was presented his honor award at Muni's Woods Division, Wednesday November 30) at an employee "koffee-klatch." He received a $100 check from Metro Transit Advertising and U.S. Savings Bonds from the Transport Workers Union and the LaGrone Insurance Agency.

Runner-ups for the honor were Harvey Harris and George Wilken, both from Woods Division.

LaMark, who has received many Muni courtesy citations, says about his passengers, "If you're pleasant to them, they respond pleasantly — and it makes what might be a fully disastrous day a very pleasant day."

LaMark has been a Muni operator since 1958. Prior to that, he served with the U.S. Coast Guard for four-and-one half years as a yoeman's mate and a gunner's mate with service to Panama and the Atlantic seaboard mainly, and the Pacific Coast, aboard decommissioned ships, weather vessels and lightships. After that he worked "for the Denver tramways" for six years.

Mass-transit grants awarded to the Muni

Two transit grants totaling $23.5 million have been awarded to the Public Utilities Commission, according to Richard S. Page, Urban Mass Transportation (UMTA) administrator.

The first grant of $12.2 million will help fund new Muni rails, tunnel repairs, fare collection devices, passenger guidance equipment, engineering and inspection services and the acquisition of right-of-way properties.

The second grant, nearly $11 million, will go to funds for five buses equipped with wheelchair lifts, rail renovation, line extensions, purchasing of rail computer facilities and financing of related-engineering and inspection services.

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Joseph I. Haughey, *Editor.*

Marshall Moxom, Photo Editor.

Lester Teal, *Photographer.*

"YOU NAME it, we've got it." — that's what the custodians of the Lost-and-Found Department say. With tennis racquet in hand is Dorothy L. Jaymes, head of the department. Seated on a bicycle and holding a parasol is her assistant, Linda Westry.

Sunset district Muni celebration

Inner Sunset district merchants and residents recently held a "Back on the Track" celebration marking completion of the Muni N-Judah streetcar track renewal from the Sunset Tunnel to 19th Avenue.

Participating in the ceremony were Mayor George R. Moscone; John B. Wentz, Public Utilities Commission General Manager; Curtis E. Green, Muni General manager; Rino Bei, Manager of Muni's Transit Improvement Program (TIP); and Jacques Bertram, Inner Sunset Merchants Association (ISMA) chairman.

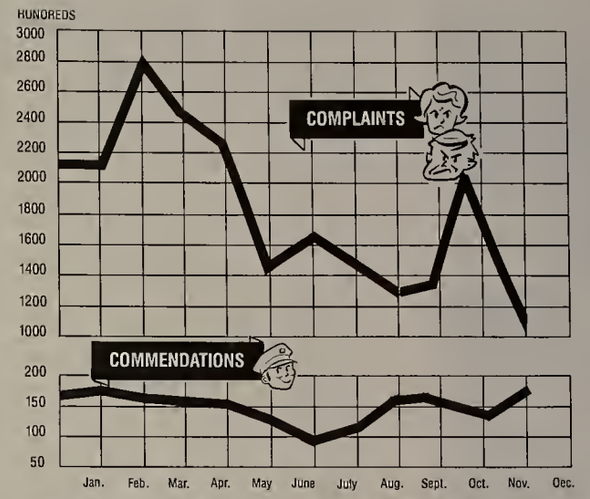
Lines serving the bustling district are the N-Judah, 10-Monterey, 71-Haight-Noriega, 72-Haight-Sunset, 6-Masonic and 66-Quintara.

Viola O. Loftus, ISMA secretary-treasurer, said that "although business suffered throughout the trying reconstruction period, we're elated that it's over with — and grateful for past Muni services, so essential to keeping a healthy business climate in our district."

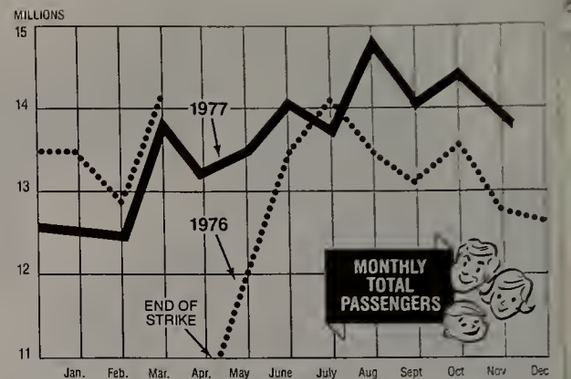
Quotable Quotes

"The function of planning is to render actual and evident that which is potential and inevident."

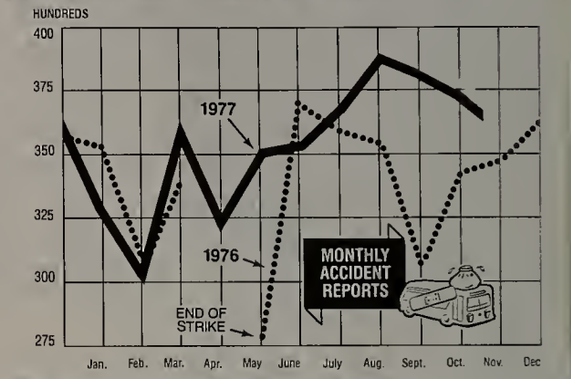
— Benton Mackaye



COMPLAINTS — always with us, like death and taxes — were way down for November.



PASSENGER TRAFFIC this year — nearly 15 million in August — dipped under 14 million in November. . .



THE ACCIDENT trend showed a decline in October and November.

Accident prevention campaign

Department reorganized

By Rod Bartholomew
Deputy General Manager of Operations

Under Muni's reorganization program, the training department no longer will be the responsibility of the Director of Personnel.

Instead, all training activities will be under the jurisdiction of the Deputy General Manager of Operations.

Much closer attention will be given all aspects of our training procedures in anticipation of an improved accident-prevention program.

With the cooperation and support of all operating personnel, we hope to make Muni's training department the best in the industry. If you have constructive ideas, send them to me and I guarantee that action will be taken on them.

From time-to-time I will be writing and talking to you about safety-related matters. Safety is the most vital element of our product — service.

Door-to-door service and free champagne to every patron will not promote riding if passengers do not feel safe with us. The past several weeks have shown a dramatic increase in accidents between our own vehicles.

Incidents of this type are not only costly, but should never have occured in the first place.

As professionals, Muni Railway operators are well-trained and disciplined to be on the alert for and to react instantly to potential accident hazards. It is this training, along with clearcut spacing rules, that set Muni drivers head-and-shoulders above other motorists. For this reason you are expected to operate with a high degree of skill and professionalism.

Always beat in mind that accidents in varying ways hurt you in varying ways — mentally, physically and financially.

It is not always the other person who is injured. It could be you, or one of your loved ones.

For your own sake and that of others, OBEY ALL SAFETY RULES WITHOUT EXCEPTION. Drive carefuly and avoid becoming another traffic-accident victim.

Accident prevention program — some "do's and don'ts"

The safety and training section of the Bureau of Personnel and Safety — supervised by Gene Henderson — has embarked upon a winter accident prevention program for all Muni operating personnel.

To lower pedestrian accidents, operating personnel should heed these points, Henderson said:

- always yield the right-of-way to street pedestrians;
- cut the speed of your vehicle when approaching safety islands and coach zones;
- be prepared to stop if someone leans or steps into the path of your vehicle;
- watch out for children at play in outlying districts.

Regarding boarding and alighting accidents:

- pull to the curb when required and safe to do so;
- report defects noted in equipment, e.g., faulty steps, metal and/or any loose material that could cause an injury;
- check doors and mirrors before closing for proper clearance;
- report defects in streets and curbs to Central Control.

Emphasis on "falls aboard" will be stressed during this month's segment of the safety campaign;

- do not follow too closely — allow enough room for stopping safely;
- practice smooth stopping and starting;
- cut speed in turn-movements of the vehicle.

And, on an overall note — "stress courtesy to the public; be an ambassador of good will," Henderson advises.

Vol. 3. No. 4

TROLLEY TOPICS

San Francisco Municipal Railway — *"The People's Road"* December 1977

SAN FRANCISCO PUBLIC LIBRARY

Public Utilities Commission Address —

Mayor apprizes 'the State of the Muni'

Progress lauded — but improvement expected in '78

Appearing before the Public Utilities Commission (PUC) recently, Mayor George R. Moscone made it clear that he is in close touch with Muni performance.

Citing "significant progress" in dealing with such problems as safety and security for both passengers and operators, maintenance, and transit planning, he also made it clear that in 1978 he expects continued improvement.

"We must pay particular attention this year to the level and quality of day-to-day Muni service and its relationship to public needs," he said.

"Starting right now, dependability must be improved. That means two things — having realistic schedules to begin with, and then adhering to those schedules."

MAINTENANCE PROGRAM

Factors such as sustained improvement of security, setting up a "formal and effective preventive maintenance program during 1978," and more work on Transit First policy cannot help but improve passenger-driver relations, Mayor Moscone stated.

In calling for a high level of courtesy from Muni operators, he emphasized that "98 to 99%" of the drivers serve the public with courtesy and consideration.

"It is unfortunate that only one or two percent of the operators can adversely affect the good work of the vast majority of our fine operators," the Mayor said.

Mayor Moscone explained that he is "not personally committed to any increase in Muni fares — but in view of the demands of AB 1107 "we cannot rule out totally consideration of some increase in revenue from fares."

FAREBOX ALTERNATIVES

AB 1107, adopted by the State Legislature recently, requires that transit systems pay at least 33% of their operating costs from fare box revenue as a condition of continued eligibility for State financial assistance, he noted:

"I am, therefore, asking you to secure an environmental evaluation of the consequences of a variety of fare box alternatives so that later on we can make the best, most reasoned, and intelligent decision," Mayor Moscone stated.

65 YEARS YOUNG —

MUNI IS NOW 65 years young. Here's the scene at the opening day of the Muni Railway on December 28, 1912, when San Franciscans turned out by the thousands for inaugural day at Geary Street and Grant Avenue. The City started construction of the pioneer Geary street municipal electric railway May 5, 1912, opening it to traffic December 28 of that year. At once the new line made heavy inroads on paralleling United Railroad routes. On August 26, 1913, the electorate voted to authorize $3.5 million in bonds to extend the new railroad. On December 11, 1913, Muni acquired the privately-owned Presidio & Ferries Railway — and was on its way.

"SUNNY JIM" — at the helm of an older streetcar. . .

Quotable Quotes

"The people really want the Muni. What we have got to do is to run the Railway as people would have us run it."

— Curtis E. Green

As "Sunny Jim" Said: "Let's Get to work" —

Muni is now 65 years old.

In December, 1912 — with inauguration of service approaching — management figured a fitting ceremony was in order. Perhaps the Municipal Band should play.

"No," said the then Mayor James "Sunny Jim" Rolph.

"Let's get to work and celebrate later."

So the morning of the big event arrived — December 28, 1912 — and the new streetcars lined up to begin service on a line out Geary Street.

But the people of San Francisco had been reading the newspapers; and an estimated 15,000 gathered at the intersection of Grant Avenue and Market Street. It was one of the biggest ceremonies the City had seen.

Muni observed another anniversary December 28, 1977 — there wasn't time for a big celebration on this occasion either. Each of the six operation divisions was given a birthday cake, however.

Then, they went to work.

ALL IN THE FAMILY — Alex LaMark, October Muni Man of the Month (seated, center), was surrounded by his family members when he recently was feted by his fellow workers. Flanking him (left) is son Wayne, and (right), daughter Roberta. Another son, Lynn, standing (center), is flanked by George M. Duarte (left) General Manager, Engineering and Planning; and John T. Virgil, Superintendent, Woods Division (where the event occurred).

'Dauntless Dave' Danbury keeps a 'weather-eye' on Muni operations

Mini-Muni Manager-

David Danbury, card-carrying "transit consultant," is gaining a reputation as the "eyes, ears and nose of the Muni."

He's feral about facts; and the descriptive, "nose," relates not to size, but to his keen curiousity about the ins-and-outs of his beloved Muni system — a "nose for news."

David, at age 15, is not too bashful. He's not above putting an elbow on an executive's desk and interrogating intensely. "To learn is to live," he says, in his teen-age temerity.

How did all this begin?

"I was born in Kaiser Hospital," he relates, "only a baby's uphill crawl to Muni's Presidio offices. . .instead of a baby-bottle, I had a monkey-wrench in my hand. . .

"While I was growing up," David continued, "I thought I'd help out around the Muni barns and shops, give a little help to inspectors and to drivers. . .in my younger days (When I was about seven years old), I hung around such yards as Kirkland, Geneva and Ocean."

David lives in "the rich and eccentric Diamond Heights area now," he says — with his mother, Doris Danbury — a social services clerk — and his sister, Glorie, 18, City College of San Francisco student

David has an all-consuming interest in railroad memorabilia. He prefers Muni's "older equipment," his favorite Muni vehicles are the old "Iron Monster," older trolleys and the PCCs (President's Conference Committee) cars.

David Danbury

"Older is sometimes greater," the young-'un says.

David is now in the 10th grade at McAteer High. He had attended James Lick Junior High, and Diamond Heights, John Muir and Candlestick Cove grade schools. He's now a part-time employee on the staff of the planning section. "They need me, once in a while, to keep them sharp — and I need them to keep on learning," he says.

"Maybe someday I'll figure as a somebody in transit planning, or in scheduling. That's my life goal now."

Now maybe . . .by the turn-of-the-century . . .a successor to Curtis E. Green?

New $14 million John M. Woods center dedicated

Muni's $14 million John M. Woods' facility at 22nd and Indiana Streets recently was dedicated by the San Francisco Public Utilities Commission.

The center — one of the most modern of its type in the nation — received its name from the San Francisco P.U.C. as a testimonial to John M. Woods, an engineer, who served as Muni's General Manager from 1968 to 1974.

Woods, one of the architects of Muni's $300 million Transit Improvement Program, was unable to attend because of illness. Appearing on his behalf were his sons — Michael D., John J., and Jerry, partners in a San Francisco law firm.

With 80% financing from an Urban Mass Transport Administration (UMTA) grant, the complex covers 8½ acres — a relatively small site, but with space used to a maximum degree.

The Center features central core storage systems on the first and second floor shop areas — providing craftsmen with convenient and ready access to supplies and spare parts.

Woods Center is expected to provide all of Muni's heavy diesel maintenance work.

"The Center is modern and convenient for workmen in every sense of the word," P.U.C. President John F. Henning, Jr., commented, "and it's associated operating division is something all of the Woods' drivers can be proud of."

Among P.U.C. participants were: Peter McCrea, Vice President; Joseph P. Byrne, H. Welton Flynn, and Claire C. Pilcher (P.U.C. members); and John B. Wentz, P.U.C. General Manager.

Municipal officials attending: Curtis E. Green, General Manager; Rino Bei, Program Manager, Transit Improvement Program (T.I.P.), and Gerald P. Cauthen, Design Engineer, T.I.P.

The day is saved for Muni security

Santa Claus was around-and-about, forestalling a payroll shutdown of Muni security personnel — scheduled December 20th.

Muni patrolmen, some 12 in all, were granted a salary extension, following a meeting of Muni management — represented by General Manager Curtis E. Green — and the Civil Service Association, (CSA), Local 400 of the S.E.I.U.

The turning-over of the Muni security duties would have meant termination for the group.

Private contracting of Muni security needs is now in abeyance.

Muni's security force has joined the CSA to a man, according to Robert Pender, union shop steward.

Riding the Rails —

Newest — and possibly the most attractive Muni driver trainee — happens to be Claire C. Pilcher, member of the Public Utilities Commission.

The best way to be an effective P.U.C. policy-maker, according to her philosophy, is to participate — to take a first-hand course in each department under Commission control.

"Muni is trying to do a 100% job with a 60% budget . . . and they're doing a very good job despite popular belief," she said.

Attending class with a group of aspiring women drivers, Claire — who also is an attorney — drew the praise of Muni driver-instructor Gene Rushing.

"She's very attentive to what must be learned," Rushing said. "If she wanted to apply, I'd pass her for a starting job."

★★★ ★★★★ ★★★

Presidio Division Superintendent Charles Romeyn's son, Michael, recently wedded Joanne Kerns in Colma. Both are seniors at St. Mary's College (Moraga). . .

★★★ ★★★★ ★★★

Donato Dongog, who was a bus driver out of Potrero, recently received a "Citizen's Meritorious Award for Bravery" from Mayor George Moscone — in absentia, because of illness.

When a transit security officer was attacked by a man with a butcher knife aboard his bus, Dongog wrested the knife from the assailant's grasp. . .

★★★ ★★★★ ★★★

Gripman Carl A. Payne, bellringing champion of the Cable Car Division, his wife, Candace, and daughter, Cherisse (age 5), rode the San Francisco float in the Pasadena Tournament of Roses parade. They also were guests at the Michigan-Washington New Year's Day football classic in the Rose Bowl.

Among other things, "super-sleuth" Payne is credited with apprehending a number of pickpockets preying on cable car passengers. . .

Muni sent a cable car bell along so that Payne could ring in the New Year for the national television viewers. . .

★★★ ★★★★ ★★★

For those who missed Herb Caen's *S.F. Chronicle* column of December 13th, this extract:

"CLICKETY-CLACK: Don't look now, but that was Public Utilities Commission Claire Pilcher piloting one of those new Boeing-Vertol streetcars through the Twin Peaks Tunnel last Thurs. night. First woman at the controls, and she did okay. . ."

TIME TO RETIRE — Potrero Division recently honored its retirees along with Muni officials and the Transport Workers Union (TWU). Left to right are Maurice James, Emmett Mueller, Harry Rodriguez and Herbert Blanchard.

"X" MARKS THE BUS — Lenee Papyon — piquant and petite — holds up a red-"X"-flag, now in use on Muni's express bus lines. Lenee is a secretary for the Transportation Department.

Red 'x-flag' aids in identifying bus

It'll be much easier now to identify Muni's express buses — even at a distance.

All express service buses on the system's six lines now fly new flags with a big red "X" on them.

The flags are square, with red borders and a red "X" over a white background.

Express buses make regular stops until reaching their express area. Then they stop only at a few designated points.

Fare is 30 cents. The all-purpose Fast Pass and Senior Pass are good for express use.

Transit police force cuts crime on buses

San Francisco's municipal transit police division is cutting criminal incidents down onboard Muni vehicles, according to statistics released by Jeremiah P. Taylor, Deputy Chief of Police Field Operations.

Criminal incidents involving Muni operations for November of 1977 totaled 96, compared to 257 the same month of the previous year.

Pick-pocketing — the grand pastime of the criminally-minded — numbered 33 for the month, compared to 185 for November of the previous year.

Citations (bus zone) issued during November of 1976 totaled 1,343, according to Lieutenant Donald A. Goad.

Fifty-nine transit officers patrolled 7,044 hours.

The statistics were compiled by Paul J. Libert, crime-analysis department.

October ridership gain, revenue slips

Revenue passengers for October numbered 10.1 million, compared to 9.5 million for the same month a year ago — up 6.2% — the Muni Bureau of Accounts has reported.

Fast-Pass passengers totaled two million for the month, a rise of 21.1% over the 1.7 million for October 1976.

Passenger revenue was $1.9 million compared to $2 million the previous October — a drop of more than 100,000 or 6.5%.

WOMEN WHEEL AND DEAL —

Distaffers dig driving duties

Clarceen Caldwell

The ladies are proving their mettle as Muni operators along with the best of the male drivers.

Currently, there are 18 operators on the distaff side.

They are: Bernetta E. Adolph, Kirkland; Doris J. Booker, Woods; Clarceen Caldwell, Potrero; Alice Fialkin, Potrero; Kathleen R. Gilbert, Kirkland; Lois L. Hunt, Potrero; Fern A. Laskow, Geneva; Phyllis Pansegrau, Woods; Deborah K. Ramsey, Kirkland; Jacqueline L. Robinson, Woods; Ida Mae Rutledge, Woods; Billie Scott, Geneva; Julia M. Sheppard, Kirkland; Constance Thomas, Woods; Bonnie Verral, Potrero; Brenda J. Victoria, Potrero; Gentrye Wallace, Potrero; and Evelyn Joyce Wells, Geneva.

One of the most dedicated and conscientious operators in the Muni system is Julia Sheppard. She is one of the few women in the history of Muni to be named "Muni Driver of The Month" — winning the honor under her previous name, Julia M. D'Antignac a decade ago. (Prior to that, there were only two other ladies to win the honor — Ethel Rutland, 1951, and Mary Alice Ball, 1953.

Julia joined the Muni "on a dare" in 1951 after having learned to drive trucks and tractor-trailers at a Los Angeles Navy installation.

Julia is the longest-employed lady driver, having been employed since July 23, 1951. Second is Gentrye Wallace, driving since August 20, 1951.

Typical of many written commendations by passengers about Julia is the excerpt from service, Veterans Administration Hospital: "She operates her bus efficiently, with careful observance of safety rules . . . aged and infirm passengers are treated with all consideration. . .her cheerful courtesy extends to everyone."

Deborah Ramsay was recently quoted in the San Francisco Chronicle's "Question Man" (by O'Hara):

"I'm really surprised I'm a Muni driver. That always amazes me. I went to school and was going to be a landscape architect. Then I found out about Muni. I've got a good job and a future. . ."

Four other women are in the miscellaneous equipment department: Lorraine Johnson, 24th and Utah Streets; Pamela Lewis, Woods; Ruth Nesby, Presidio; Lauren Rinaldi, Geneva; and Anna M. Shea, Geneva (equipment).

Transit systems join forces to save costs

Six bay region transit systems hope to cut costs under a new joint purchasing program.

By joining together to purchase automotive filters, the systems will save 20% of current costs over the term of a one year contract, according to Alan L. Bingham, chairman of the Regional Transit Association, bay area board of control, and general manager of AC Transit.

Joint purchasing is a chief goal of the association, which includes AC Transit, BART, Golden Gate Transit, SAMTRANS, San Francisco Muni and Santa Clara County Transportation Agency.

M-Line Rail Contract

The public Utilities Commission has awarded to Railco of California (Railco Inc.) a $990,000 contract for track reconstruction of the M-Line, 19th Avenue-Junipero Serra Blvd. to St. Francis Circle and Broad Street, and the Plymouth Avenue intersection.

TROLLEY TOPICS

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John B. Wentz, *General Manager, Public Utilities Commission*

Curtis E. Green, *General Manager, Municipal Railway.*

Joseph I. Haughey, *Editor*

Building contract OK

An $18,433 contract to construct buildings which will shelter newly-installed fare collection equipment at Muni's Presidio and Kirkland divisions has been awarded to Able Erectors, Inc., by the Public Utilities Commission.

Julia Sheppard

Public hearing on Powell-Mason line in January

Early in January a public hearing, set up by the Public Utilities Commission, will be held on the proposed extension of the No. 59 Powell-Mason line, three blocks into Fisherman's Wharf.

The San Francisco Port Commission has passed a resolution on a 3 to 2 vote, allowing the City P.U.C. to extend the cablecar line from its Bay and Taylor Streets terminal to the northeast corner of Jefferson and Taylor Streets.

The proposed terminal will include eight public restrooms. The P.U.C. will pay the Port a "lump sum of $126,000 to operate and keep up the restrooms during the proposed 59-year lease."

Voting against the lease were commissioners Harry Bridges and James Rudden. Bridges urged the P.U.C. to "re-apply" for additional Federal Urban Mass Transportation Administration funds to aid the Port in defraying maintenance costs for the restrooms.

John D. Wentz, P.U.C. General Manager, said that the P.U.C. already has $1.9 millions of UMTA funding earmarked for the project. To re-apply would cost additional time and money, he asserted.

Wentz said that P.U.C. estimates that the Port can benefit by some $20,000 the first year through construction of the Wharf restrooms.

Motorist's Memoriam

Here lies the body of Thaddeus Gray,
Who died maintaining his right-of-way.
He was right — dead right — as he sped along,
But he's just as dead as if he'd been wrong.

Trolley Topics, 1949

85 1-78
79

muni

TROLLEY TOPICS

Vol. 4 No. 1 San Francisco Municipal Railway — *"The People's Road"* January, 1978

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ALL ABOARD! — Muni's new LRV (upper center) is shown on its press run January 31 through the Market Street subway. At the helm, for part of the journey was Mayor George E. Moscone, (left), as happy as a kid with a new toy. Lower center are (left to right) PUC Commissioners H. Welton Flynn and Claire Pilcher with PUC General Manager John B. Wentz to the right). Upper center is James J. O'Brien, 85, a Muni conductor from 1915 to 1957 and conductor on the first car that went through the Twin Peaks Tunnel with Mayor James ("Sunny Jim") Rolph, Jr., as motorman. General Manager Wentz, at the podium (extreme right), is seen talking to the press and invited dignitaries.

Muni Metro Market street subway press preview held

SUBWAY-SURFACE LRV STATISTICS

- **Designed jointly under the sponsorship of the U.S. Department of Transportation's Urban Mass Transportation Administration (UMTA) by the Muni and the Massachusetts Bay Transportation Authority.**
- **The contract, awarded to the Boeing Vertol Company of Philadelphia February 15, 1973, provides for 100 vehicles for Muni costing $32.2 million.**

Statistics

BODY
71 feet long
8 ft. 10¼ inches wide
11 ft. 4 inches tall

MOTORS
Two: capacity - 420 hp
voltage - 600 DC

SPEED
Maximum operating:
50 miles per hour

RIDER CAPACITY
Maximum: 219
Seats: 68

TRUCKS
Axles: dual, center non-motorized
Guage: 4 ft. 8½ inches (standard).

COST (each)
$322,000

Boeing Vertol Company and the Municipal Railway jointly conducted a press preview ride January 31 through the 3½-mile Market Street subway aboard one of the new 71-foot articulated LRV streetcars being tested for the new Muni Metro fleet.

The car, one of two prototypes being tested in San Francisco by Boeing Vertol of Philadelphia, is a forerunner of a Muni fleet of 100 cars.

A short ceremony headed by Mayor George R. Moscone preceded the car's smooth and silent run through the subway from Embarcadero Station to Castro Station and back. The ribbon-cutting was done by the Mayor and Claire C. Pilcher, Vice President of the Public Utilities Commission.

DIGNITARIES PRESENT

Top Boeing officials came to San Francisco for the event: Malcolm T. Stamper, President of The Boeing Company from Seattle and Arthur E. Hitsman, General Manager, Surface Transportation Systems, Boeing Vertol Company, Philadelphia.

Participating in the preview ride was the Public Utilities Commission, headed by John F. Henning, Jr., President; John B. Wentz, General Manager of Public Utilities; and Curtis E. Green, Muni General Manager.

1978 OPERATIONS EXPECTED

President Henning described the day's event as "a minor prelude to things to come", the day when the City inaugurates service with its new Muni fleet out of new shops and over new rails. This is expected to be during the middle of next year.

Inside features -

TRANSIT HISTORY - horsecar era . . .

"SEÑOR CITIZEN" - Joe Rosenthal . . .

S.F. TRANSIT HISTORY — Part I —

Days of the horsecar. . ."neighs" had it on. . .

"In these modern days of fashionable effeminacy and flabby feebleness, when one never walks when he can possibly ride, the horse-car virtually fixes the ultimate limits of suburban growth."

— City Directory, 1867

AT THE REINS as the last of the City's horsecars moved up Market Street in this 1913 scene was the inimitable James ("Sunny Jim") Rolph, Jr., who also held the reins as Mayor of San Francisco from 1911 until 1931. "Sunny Jim" — recognized as one of America's two "most colorful" mayors — the other, dapper Jimmy Walker of New York — was an original and strong proponent of a municipally-owned railway system in San Francisco.

By 1852 San Francisco's population increased to such proportions as a result of the 1849 Gold Rush that organized transportation facilities became a public necessity.

The first public transit company in the city was a horse-drawn omnibus line operated by Crimm & Bowman known as the "Yellow Line." The omnibus, which looked something like a stage-coach, ran between the postoffice, then located at Kearny and Clay Streets, to Mission Dolores via Kearny, 3rd and Mission Streets.

The vehicle carried about 18 persons. Drivers were paid $2.50 for a 12-hour day. Fares were 50 cents for weekdays, and a dollar on Sundays.

Crimm & Bowman introduced a second line in 1854, to Mission Dolores via Folsom and 16th streets. They added a third line the following year, from 3rd and Townsend streets to Meiggs Wharf. The fare was later reduced to 10 cents.

The Peoples Omnibus Company — the "Red Line" was formed in 1857, operating over much the same routes as the Crimm & Bowman company.

In 1851, with the population reaching 50,000, the State Legislature granted a franchise to Thomas Hayes to build a street railway on Market Street and out Valencia to Mission Dolores.

Thus the original Market Street Railway Company was formed — and on July 4, 1860, the first experimental horse car trip was made, operating from California and Market Streets out Market to Valencia and 16th Streets.

This was the first street railway on the Pacific Coast, hailed at the time as one of the greatest miracles of American western advancement. But, because horse cars proved no match for the shifting sandhills, the franchise was amended to permit the use of steam dummies. The Hayes Valley branch line was put in operation in 1861 — horse cars on week days and steam dummies on Sundays and holidays.

R.B. Woodward — of Woodward Garden fame — and others incorporated the City Railway Company in 1863, introducing the first light, one-horse vehicle which seated 14 persons — serviced by a driver without the need of a conductor.

The "boh'tail" horse car clattered along the Mission Street Road to New Montgomery and Market, stopping at the Grand Hotel. It also operated from the Ferry up Market to Sutter, thence to Grant Avenue and Market, along Market to Fifth Street, and out Mission to 26th Street.

With the advent of the Market Street Railway, omnibus companies suffered a heavy loss of patronage. The two largest companies the Yellow and Red lines, converted to horse cars. By 1870 four more horse car railways were in business.

In those years Market Street was largely sand dunes. During the rainy seasons, many citizens narrowly escaped drowning.

Following the success of the Market Street Railway, despite natural obstacles, several more horse car companies were incorporated and built between 1863 and 1875.

Among these were the pioneer "Yellow Line" — reorganized as the North Beach and Mission Railroad Company — and the People's "Red Line" — which became the Omnibus Railroad Company.

Highlighting the horsecar era was the invention of the "balloon" car by Henry Casebolt in 1872 — to be overshadowed the following year by the coming of the cable car. Casebolt, a blacksmith, is also credited with having perfected the lever-operated grip — still in use on the City's remaining cable cars.

This ingenious "herdic" — as Lucius Beebe described it — possessed an upper structure designed to turn freely on a pivot while the trucks, wheels and running gear remained stationary on the track.

By merely removing a pin, the driver was able to lead his horses in a semi-circle while rotating the body of the car on its truck. This obviated the need to unhitch the horses and the necessity of a turntable.

About 1874, the "balloon" cars could be seen traversing Larkin Street, 9th to Mission and thence Mission to the 14th Street entrance of the famed Woodward Gardens.

By 1886 there were 525 horse railways in 300 cities and towns of the United States, powered by some 100,000 animals.

Although it's usual now to look back on a horsecar as an oddity or as "a piece of engaging naivete, like a bustle or a sperm-oil lamp," a ride on such a vehicle was considered one of the advantages of a sophisticated urban life style as well as a distinct convenience in the '70s and '80s.

The clogging of "Old Dobbins — clattering on the cobblestones — ended officially June, 1913, on Market Street, with Mayor James (Sunny Jim) Rolph, Jr., at the reins with two-in-hand.

PUC district hearings set on Muni programs

San Francisco's 11 supervisorial districts will hold meetings beginning February 28 and ending March 30, to discuss proposed citywide improvements in Muni routes and services, according to John B. Wentz, Public Utilities Commission General Manager.

Printed notices of the meetings will be distributed by the Pacific Telephone Company in February phone bills to insure greater participation by the people in the district forums.

District No. 1 will hold its meeting February 28 at Presidio Junior High School; District No. 2 March 23 at Marina Junior High School; District No. 3 February 23 at Francisco Junior High School; District No. 4 February 21 at Franklin Junior High School; District No. 5 March 2 at James Lick Junior High School; District No. 6 March 14 at Hawthorne School; District No. 7 March 16. Potrero Hill Junior High School; District No. 8 March 7 at Wilson High School; District No. 9 at Denman Junior High School; District No. 10 March 21 at Lincoln High School; and District No. 11 March 30 at Jefferson School.

Muni inspectors honor policeman

A cadre of Municipal Railway inspectors — headed by Roby Conrow, Assistant Chief Inspector — paid homage to San Francisco police officer Robert Hooper, attending his funeral February 13 at the Holy Name of Jesus church, Sunset District.

Hooper, slain while on duty February 9, "consistently went out of his way to help Muni maintain proper transit service when it was involved in accidents and delays," Assistant Inspector Art Curtis said.

"Whenever he appeared on the scene, he was always cooperative and helpful to Muni personnel, particularly the inspectors."

"ROAD" SCHOLARS — recent graduates from Muni's Operations-Training School included (left to right), Edwardo Downing, Alice Cross and Barbara Hughes. To the extreme right is Eugene (Gene) Rushing, class instructor.

PART OF THE Presidio Division mezzanine floor area has been converted into a luncheon and lounge room. Relaxing in the newly-refurbished area are (left to right): Louis H. Fort and Shirley Tsark of the Payroll Department, and Lee Thibeaux, Personnel Department.

A smile instead of a scowl. . .

By CURTIS E. GREEN
Municipal Railway General Manager

"Service with a scowl" is "the fastest way to go out of business."

The quote is from a *U.S. News & World Report* article recently printed in the *San Francisco Chronicle.*

The obverse is obvious: Muni economics and its public image could be enhanced dramatically with an outlook of "service with a smile."

Business was healthier, wealthier and wiser in the days when the philosophy prevailed that "a smile is worth a million dollars and doesn't cost a cent".

No Muni operator, of course, is expected to be a Pollyanna. But, with a sense of humor contributing to one's perspective, courtesy can come easier.

The *Chronicle* asked: "Whatever did happen to 'service with a smile'? Such attention is becoming harder to find, posing a problem that businessmen nearly everywhere are trying to combat.

"A countrywide survey shows that service is indeed deteriorating.

"A New York City commuter," the *Chronicle* article continued, "realizing that his morning bus from Manhattan left at 8:30 and that there would not be another for an hour, ran two flights up a broken escalator to his bus platform.

"Just as he reached the bus, the driver closed the door. 'I banged on the door,' he said. 'The driver just looked at me and sneered, then pulled away.' "

Whether in New York City or San Francisco, such a callous act is, of course, inexcusable.

Muni is "the People's Road," in the words of former Mayor ("Sunny Jim") Rolph, Jr. Muni's prime reason for existence is to serve the people, with courtesy, respect and careful driving — with, or without a smile. More commendations and fewer condemnations would result.

"The smaller courtesies sweeten life; the greater ennoble it," it has been said.

With that in mind, the Muni should and must flourish.

Boarding — departures

Boardings and departures of Muni transit vehicles number more than 216 million a year, more than 18 million a month and more than 695,000 each average weekday.

Operations — Training graduations held

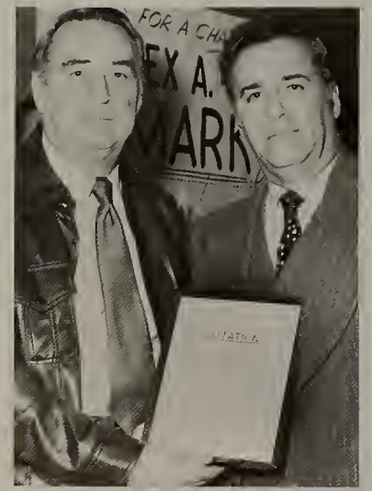
Thirteen new operators were graduated from the Muni Safety and Training department's operation-training school February 6, according to Gene Henderson, Safety & Training Supervisor.

The graduates:

Jay Alvin, Kathleen Bryant, Robert J. Carpanetto, Edward J. Christensen, James M. Cochran, Alison K. Dixon, Danilo A. Farrales, Linda D. Hallsey, Robert H. Isely, Lawrence C. Jones, Carlton D. Mitchell, Ralph E. Moore, Guillermo Reynoso.

January 16 graduates:

Herbert L. Bradley, Almer R. Clayton, William Colbert, Jr., Alice Cross, Edwardo A. Downing, Conrad D. Fong, Barbara Hughes, James E. Johnson, Thomas C. Johnson, Frederick Leville, Frank W. Lum, Thomas G. McCauley, Paul J. Porras, Torrance R. Scott, Samuel Williams and Charles M. Wilson.



HONORED — Edwin I. Dreiling, auto-shop equipment supervisor of the 24th and Utah streets shop, receives a P.U.C. citation, presented by George M. Duarte, Deputy General Manager, Engineering and Planning. Dreiling took over the Muni emergency program when about 140 coaches were out of service. Dreiling "did an excellent job in organizing the work and getting it done expeditiously," according to the citation.

No. 80 links SP, SF destinations

A new route, the Muni 80-Gateway Express, now connects the Southern Pacific railway depot at 4th and Townsend streets with the downtown Golden Gateway, according to Curtis E. Green, Muni General Manager.

The No. 80 is providing special peak-hour service to meet SP trains.

Muni also has six other lines linking the depot with various San Francisco destinations — 15-Third, 19-Polk, 27-Noe, 30-Stockton, 32-Embarcadero and 42-Sansome.

The Riders Write —

Muni bus 'emergency service. . .'

Although it seems to be a perversity of human nature to condemn rather than commend, letters constantly pour into the Muni Bureau of Public Service in praise of the Railway operators' services. Typical are the following excerpts:

Oreal Parker, Jr. - Kirkland

"My daughter, Debra, returning from a visit to Mt. Zion Hospital to see her recently-born baby, became ill on the bus, and needed medical attention. The driver, although going in the other direction from the hospital, kindly turned his bus around and took my daughter back. . .Debra. . .came home well, thanks to the prompt and alert attention of your driver."

— Mable Brown, 1854-25th Street.

Robert Salopek - Geneva

"We recently attended a meeting of the American Council of Teachers of Foreign Languages held in San Francisco. One of your drivers gave us an especially pleasurable ride on the Powell-Hyde line. His cheerful manner and colorful banter made it a memorable ride for everyone aboard. . .his spirit of fun was contagious."

— (Mrs.) Maxine Hubbard and (Miss) Alice Mohrman, 777 Algonquin Road, Des Plaines, Illinois.

R.J. Burgess, Jr. - Woods

"I have ridden on most of the Muni buses and received courteous treatment from your good drivers and take the No. 36 bus almost daily. . .

"Your evening driver. . .goes far beyond the call of duty in his genuine concern for the safety of his passengers, and also of pedestrians. . .what impresses me most is his solicitude for the blind, elderly, crippled and handicapped."

— M.W. Ferguson, 167 Melrose Avenue, S.F.

Operator's action saves a life . . .

Dwayne R. Price, a Woods' Division operator, is credited with having saved the life of a stricken passenger on board his No. 52-EXCELSIOR run.

The passenger, Frank Hillstock, 72, blind since birth and diabetic, recently suffered a near-fatal heart seizure while on Price's coach.

Price stopped his bus and carried the passenger — who weighed more than 200 pounds — to his home at 200 Naples Street, according to the account of Helen Gordon, the rider's sister.

"Mr. Price lifted him bodily off the bus and took him home," she relates.

"The whole world should be told that Muni has many fine operators of the calibre of Mr.Price . . .

"Often, and too often, Muni is barraged with criticism because of the bad actions of some of its drivers . . .

"Mr. Price's action undoubtedly kept my brother alive.

"My gratitude will be there to the end of my life. You'd better believe it, Muni drivers are the greatest."

Price, who has been a driver with Muni since 1958, has earned 24 other commendations.

Robert L. Janack, 'Muni Man,' lauded for his courtesy

Robert L. Janack, early morning bus operator on the 30-Stockton was honored as Muni Man of The Month for December by his colleagues and peers January 27 at Muni's Presidio Division.

Janack received a Muni Man citation from John B. Wentz, General Manager of Public Utilities; U.S. Savings Bonds from Lawrence B. Martin, President of the Transport Workers Union (Local 250-A), and Tom LaGrone's Insurance Agency; and a $100 check from Ron Potter on behalf of Metro Transit Advertising.

Janack's superintendent at Presidio, Charles Romeyn, said in making the selection:

"Although 'personality' is often a compelling factor, it is not the only method used in judging a man to be the Muni Man of the Month. . .this man's overall record — his respect for his fellow operators and those in authority — played a key part in his selection.

"His courtesy to all who work around, with, and above him reflect what we're looking for in a driver.

"He also follows the Muni drivers' motto, 'service, safety and courtesy to all."

Janack has been a Muni operator for 14 years. Prior to that he served with an Army armored division, worked as an automotive parts specialist, and for a radiator manufacturer in San Francisco.

Born in Everett, Washington, Janack, 49, moved to San Francisco in 1963. He lives with his wife, and two of their children, in the Richmond District.

'Barney' Leader named to post

William B. ("Barney") Leader has been appointed transit automotive equipment supervisor (Class 7212).

Leader is from Winnipeg, where he was service manager for Flyer Industries Limited. He will be responsible for maintenance of Muni's fleet of diesel coaches, a position vacanted for over two years because of the demise of Fred Thomas.

Ending of M-line rerailment for mid-December

Motor coaches were substituted for Muni's M-Oceanview streetcars February 15 between West Portal and the Broad Street-Plymouth Avenue terminus because of rail reconstruction, according to Curtis E. Green, Muni General Manager.

Rerailment between 19th Avenue, Junipero Serra Boulevard and St. Francis Circle is expected to be completed by mid-December.

Because no "M" streetcars are now running downtown, K-Ingleside and L-Taraval service has been increased for eastbound passengers transferring from "M" line motor coaches.

Westbound passengers boarding "K" and "L" streetcars downtown are now being transferred to "M"line coaches at Ulloa Street and West Portal Avenue.

In addition to replacing the present roadbed with new ballast and smooth-riding welded rail, Muni is erecting new passenger platforms at Eucalyptus Drive, Roosmoor Drive, Banbury Drive, Holloway Avenue, Denslowe Drive, Winston Drive and Ocean Avenue. A new passenger shelter is being constructed on the platform at Holloway and 19th Avenue.

'Meet and Greet' to visit divisions

Next visit of the Muni "Meet and Greet" management team to a Muni operating division will be Friday morning, March 10, beginning at 10 a.m. at Presidio Division, according to Rod Bartholomew, Deputy General Manager for Operations.

Other divisions (all sessions begin at 10 a.m.) to be visited include:

Cable Car Division, May 5; and Potrero Division, July 14.

Division Superintendents participating:

Oscar D. Norman, Cable Car; Donald O. Cameron, Geneva; Ron Gilmore, Kirkland; Joseph Crossley, Potrero; Charles Romeyn, Presidio; and John F. Virgil, Woods.

Centennial cable car luncheon set

A centennial celebration pointing up the California Street cable's 100th birthday will be highlighted by a civic luncheon at noon, Monday, April 10, in the Peacock Court of the Mark Hopkins, according to Mrs. Hans Klussmann, President, Cable Car Friends.

Luncheon tickets, $10.50 each, can be purchased from Cable Car Friends, 26 O'Farrell Street, San Francisco 94108 (telephone 391-1202).

FEBRUARY IS A meaningful month for world-famed San Francisco Chronicle photographer Joe Rosenthal. In the above shot, Joe holds his Muni Senior Citizen's Pass — it was February, 33 years ago, that Rosenthal — then an Associated Press photographer — took his Iwo Jima flag-raising picture — most famous of all war pictures.

'Señor Joe', Senior Citizen

Meet a notable Muni nickel rider

One of Muni's most notable — and most appreciative riders — is Joe Rosenthal, Pulitzer prize-winning photographer, a San Francisco *Chronicle* photographer since 1946.

Internationally-known for his classic Iwo Jima flag-raising picture (February 23, 1945) "Senor Citizen" Joe says he's converted to riding the Muni.

"Taking an automobile through that awful traffic is as silly as riding a bicycle through a battlefield," he says.

"Parking is as dangerous as berthing in a shell crater."

"Getting to and from the Sunset District on a Muni is safe, comfortable and relaxing," he finds.

"The service is great. The bus drivers — 95% of them are tops . . . and for a nickel, it's one of the few bargains left in an inflationary world."

Rosenthal's Iwo Jima picture is the most widely reproduced photograph of all time. An engraving of it was imprinted on a 3-cents U.S. postage stamp. A Washington, D.C. sculptor devoted 9½ years to creating a 100-ton bronze statue of it (a memorial to all Marines, now in the Arlington National Cemetery).

Looking sprightly in a beret, eyes always twinkling, Joe, 66, looks forward to many more happy years.

S.F. EXAMINER EDITORIAL

Claims cuts down pay-outs

Noting that "lawsuits for personal injury, death or property damage are increasing at a rate five times faster than the population," (according to the California Taxpayers Association), the *S.F. Examiner* (December 16, 1977), commented:

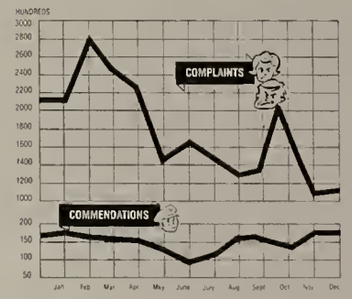
"The San Francisco Municipal Railway provides a gleam of hope 'midst the encircling gloom.

"It paid out $3 million in claims in 1976-77, less than the five-year average of $3.7 million and, (better news yet), based on the experience so far in this fiscal year, the railway expects a payout of only $2.8 million in 1977-78. . .

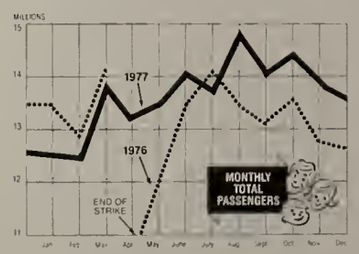
"A spokesman suggests that San Francisco juries seem to be getting less generous in making awards and city procedures for handling claims are more efficient.

"Moreover, the Muni's safety programs are paying off.

"Congratulations all around."



COMPLAINTS received during December numbered 1,073, compared to the November total of 1,037. Commendations remained practically the same as November at 182 . . .



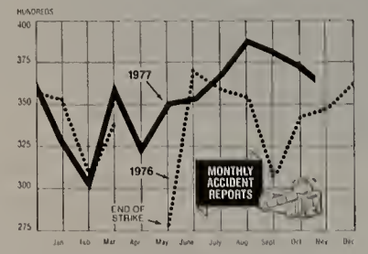
PASSENGER traffic totaled 13,686,032 for December - slipping slightly from the nearly 14 million figure for November . . .

Muni employs 2,786

The Municipal Railway had a total of 2,786 employees as of December 31, according to Eugene Womack, director of the Bureau of Personnel and Training.

Platform employees number 1,777, office employees 604, and shop and track 405.

Railway employees experienced a 15.70% turnover.



DECEMBER, characteristically a difficult transit month because of the holidays, showed a total of 401 accidents, high for the year - but a drastic downward trend is expected for January.

SEAM dinner dance now annual event

The first annual Supervisory Employees Association-Muni (SEAM) dinner-dance was held at the Chief's Club, U.S. Naval Station at Treasure Island Friday night, January 20.

"The success of this event assures us that it will be annual," Donald D. Cameron, SEAM President said. Cameron is Superintendent of Muni's General Division.

More than 180 tickets were sold. The committee included Richard Sinigiani of Woods Division (chairman), Walter Ware (Safety), Ken Snodgrass (Claims) and Jim Sauer (also Claims).

Honored guests included John B. Wentz, Public Utilities Commission General Manager; Curtis E. Green, Municipal Railway General Manager; Rod Bartholomew, Deputy General Manager, Operations; and George M. Duarte, Deputy Manager of Engineering and Planning.

"With no head table and no speeches, it truly can be said that 'a good time was had by all'," Max M. Bedel — *numero uno* among the veteran operators, said.

IRWIN MEMORIAL Blood Bank's mobile unit recently visited Muni's Presidio headquarters. Betty Johnstone, R.N., is taking the blood pressure of Bea Sweeten, TTP senior clerk-stenographer inside the mobile unit.

Transit police busy in December

More than 4,200 incidents were handled by the Muni Transit Police Division during December, according to Lieutenant Donald A. Goad.

Major incidents — assault, aggravated assault (or battery), petty theft, grand theft, and pickpocketing — numbered one each. Minor incidents — such as smoking aboard a bus, fare altercations and disorderly drunks — totaled 2,069.

Citations for bus zone violations numbered 1,943, criminal citations five.

Muni's Transit Police Division numbers 96 persons, including 59 transit officers (who patrolled 8,472 hours during the month), 23 civilian guards (2,384 hours of patrol), and 11 patrol officers.

A time-keeper's time

Walter Stafford, time-keeper for the Kirkland Division in Muni's payroll department, will be honored at a retirement luncheon Thursday, March 9, at 11:30 a.m., Caesar's Restaurant, 2299 Powell Street.

Reservations can be made by contacting Shirley Tsark in Payroll (558-3606). Tickets, $8 per person, include tax, tip and a gift contribution.

TROLLEY TOPICS

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John B. Wentz, *General Manager, Public Utilities Commission.*

Curtis E. Green, *General Manager, Municipal Railway.*

Joseph I. Haughey, *Editor.*

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2-16

MUNI

TROLLEY TOPICS

Vol. 4 No. 2

San Francisco Municipal Railway — *"The People's Road"* February, 1978

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'Dear Dead Days Beyond Recall'

INSIDE —
CABLE CAR HISTORY
Centennial story. . .

THE MUNI-OWNED California Street Cable Rail Co. will be 100 years old April 10, bringing back historic memories of a toy that's still "a trip." Top (left) the Market Street Cable Railway junctions with the Geary Street Railroad (Lotta's Fountain in the foreground, the famed Palace Hotel in the background in an 1890 scene). Top right is "the first cable train," the Clay Street Railroad Co., (1873) with its founder Andrew Hallidie seated front and center. Lower left the Geary Street Park & Ocean R.R. Co., is seen near the old Calvary Cemetery in the Geary and Masonic area. Lower right (looking up Greenwich Street) is the Telegraph Hill Railroad (1884-1886). Seen is the passing track halfway up the hill. One car is moving into the passing track while the other is on the way up. The device obviated the need for a double track over the five-block route. (See Cable Car history Inside)

PBS to feature Muni bus scene

Opening scenes of a six-part Public Broadcasting System children's series dealing with future occupational prospects for minority youngsters will focus on a Muni bus driven by Terry Chow of Kirkland Division.

The educational series is to be geared to an audience of children ranging from eight years to 12 years of age, according to Michael Chin, coordinator of the program.

The series, to be shown nationally over the PBS network, will be seen over KQED, Channel 9 (San Francisco) near the end of this year.

The ballad of the Hyde Street Grip

North Beach to Tenderloin, over Russian Hill,
The grades are something giddy, and the curves are fit to kill!
All the way to Market Street, climbing up the slope,
Down upon the other side, Hanging to the rope!
But the view is San Francisco, as you take the lurching dip —
There is plenty of excitement on The Hyde Street Grip!

— Gelett Burgess

Centennial cachet is now available

Two commemorative cachets are being issued by the California Collectors Club in observance of the California Street Railroad Company's Centennial April 10.

The cachets, 75 cents each or two for $1.25, may be purchased from Yvonne C. Jarkowski, 2400-17th Avenue, #4, San Francisco, CA 94116 by mail if a No. 10 self-addressed, stamped envelope is included in the order.

The cachets also will be sold at the Centennial Civic Luncheon April 10, noon, in the Mark Hopkins Hotel lobby.

Art designer of the cachet is Noel Bond.

S.F. TRANSIT HISTORY — PART II

Cablecar era, a 'Golden Age' . . .

America's first cable car line made its maiden run in San Francisco on the steep Clay Street Hill August 2, 1873.

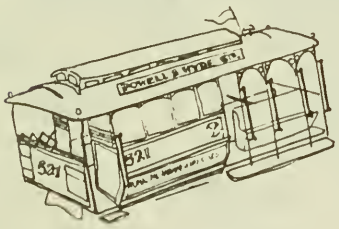
It was tugged uphill and downhill by a "traveling wire rope" — developed by a London-born Celt, Andrew Smith Hallidie. The "wire rope" had been patented by Hallidie's father in 1835.

The cable was made of crucible steel, a fusion of low-carbon steel with charcoal or cast-iron in a graphite die. The cable was 0.62 of an inch in diameter. Tensile strength was 160,000 pounds a square inch.

Early patent applications

The idea for a cable railway — and the application of that idea to city transportation — did not originate with Hallidie. Cable street car railways were proposed in other parts of the United States and abroad as early as 1812. A patent request was made by Messrs. W. and E. Chapman in that year; a similar request in 1824 by W. James; M. Dick in 1829; W.J. Curtis in 1838; and E.S. Gardiner in Philadelphia in 1858.

In San Francisco there was at least one other person besides Hallidie who entertained notions of cable transportation. He was Benjamin H. Brooks, son of a distinguished San Francisco lawyer, who headed a group which received San Francisco's first



cable car franchise in 1870 — Brooks, C.S. Bushnell, E.W. Steel, and an army officer named Abner Doubleday. They formed the Clay Street Hill Railroad Co., but couldn't get it off the ground financially.

Eventually they sold the plans and franchise to the wealthy Hallidie.

While Brooks, generally, has not been given credit for inventing the cable car, his friend, Abner Doubleday, who did not invent baseball, is generally credited with that achievement.

The story goes that Hallidie had seen horses maimed, beaten and killed — overloaded with human cargo on many a wintry night. In one such incident, while walking up a hill on a cold and foggy night Hallidie watched a car moving up the slope: one horse in the team stumbled; the brakes slipped; the horse car careened downhill, dragging its four-horse team with it.

Compassion decided him. Out of this was born the Clay Street Hill Railroad, America's and San Francisco's first such "horseless" urban transit line.

Building of the line was torturous. Workmen, excavating to create cable line vaults, kept encountering forgotten water mains and sewers. But Hallidie's shaky little company laid in some 2,800 feet of cable, gas and water meters, sewage systems and water cisterns aside.

By 1875, "The way had been prepared for the evolution of the cable car system," one rail buff wrote:

"Gradually, the lumbering, easy-going horse cars, with their smokey, dingy oil lamps (which threw a sickly glare over rows of passengers) and their jingling bells and picturesque drivers, began to disappear" and "hayburners became less satisfactory."

Three more lines added

By 1878 there were three cable car lines operating, all of which bought cables from Hallidie's company. They were: the Clay Street Railroad (1873); Sutter Street Railroad (1876); and the California Street Railroad Company (1878).

Other lines in operation in 1878 were the Geary Street Park & Ocean R.R. Co. — which converted their line from Market and Geary Streets to Golden Gate Park via Presidio Avenue from horse to cable car power — and the Presidio & Ferries Railroad — a mix of horse and cable power, later to become part of the forthcoming Municipal Railroad.

Stanford's cable car venture

In 1876, Leland Stanford, Mark Hopkins and Charles Crocker, three of the "Big Four" tycoons who built the Central Pacific segment of the Transcontinental Railway across the Sierras, took out a franchise for the California Street Cable Railroad Company.

The line was opened for public use April 10, 1878. "Dummies" were operated from Presidio Avenue and California Street to the Cliff House. About 8,000 passengers a day rode over its three miles of track.

In the 1880's, plush parlor cars, genteel cars for ladies only and double deckers appeared. Special horse cars carried mail, and

> *"The Clay Street Cable Car in 1873 emerged into an age of gaslights, stovepipe hats and cobblestones;" and "ushered in the Golden Age of San Francisco as the richly, individualistic cosmopolis of the Western World."*
>
> *— Lucius Beebe*

HERE'S AN original Clay Street Hill R.R. Co. cable car with the editor of Trolley Topics, Joe Haughey, at the grip. Some say the 1,000-year-old editor drove the antique car in 1873.

mixed freight: sheep, chickens, and sand and gravel. Others were rented for weddings, picnics and as hearses.

New cable lines resulted from the forming of the heavily-financed Market Street Cable Railway Company in 1883 — on Valencia, Haight, McAllister and Castro streets.

The Powell Street Railroad was built in 1885, with two lines along the present routes of Powell-Mason and Washington-Jackson.

In 1886, the Omnibus Railroad Company became the Ominbus Cable Company, converting horse car lines to cable traction by 1889.

Steam-driven trains in vogue

The last cable line built in San Francisco was constructed by this company.

By 1890, the City (population some 290,000) had a network of 10 cable car lines, 600 cars, 55 miles of track and some 1,500 employees.

Still in existence were some 25 miles of horse car lines and two steam-driven lines, paralleling both sides of Golden Gate Park to the Beach.

"By then, in the consciousness of the world," Henry Beebe wrote, "the cable car was the quintessence of San Francisco, its sublimation and panache of individuality."

In 1941, Mayor Roger Lapham tried to satirize the "antiquated" cable car system by driving down Market Street on a horsecar in heavy traffic.

Lucius Beebe later commented: "San Francisco was unanimous in the opinion that it would rather have the horses than Lapham."

The stunt, he added, "was a huge success in reverse — illustrating the charm of the now-vanished horsecars."

Even today, consider the fun it'd be to ride a horsecar through Golden Gate Park.

WELCOME ABOARD

NEW HIRES (Miscellaneous) JANUARY

Ronald Alan Bouck	Custodian
Hozy Burenstine	Clerk/Dispatcher
Betty Burrell	Clerk/Dispatcher
Rodney J. Barthelomew	Dept. Gen. Mgr. Op.
Fernand F. Canepa	Auto Machinist
Lang Carner	Track Maintenance Worker
Ronald D. Casper	Track Maintenance Worker
Walter Chang	Elevator Operator
John W. Cleveland	General Laborer
Peter M. Conidi	Wire Rope Maintenance
Ramiro S. Contreras	Auto Service Worker
Burnely P. Douglas, Jr.	Transit Car Cleaner
Walter R. Earle	Clerk
Enda L. Faulk	Account Clerk
Matthew Faulkner	Elevator Operator
Michael R. Fischer	Auto Mechanic Sup. I
Alex Garner	Track Maintenance Worker
Sadie Gans	Clerk-Typist
Charles A. Grayson	Field Consultant Aide
Brigardo Groves	Clerk/Dispatcher
Calvin L. Hardy	Car and Auto Painter
Christopher M. Hill	Wire Rope Maintenance
Victor Jefferson	Custodian
Otis C. Johnson	Clerk/Dispatcher
Konstantin Kiselow	Clerk/Dispatcher
Virgil R. Kolstad	Fare Collection Recorder
Wilfred Lemar	Track Maintentance Worker
George Lim	Elevator Operator
John J. Lynch	Auto Body & Fender
Harry W. Maker	Auto Transit Foreman
Kenneth McKinley	Clerk/Starter
Freddie Peterson III	Ass't Transit Dispatcher
Austin Price	Clerk/Starter
Willie Smith	Clerk
Perry Spark	Transit & Control Dispatcher
Vincent J. Viggor	Welder
Paul R. Walker	Wire Rope Maintenance Tr.
Dorian Wallace	Clerk/Starter
Albert Williams	Custodian
Wilfred F. Wise	Auto Mech. Supvr. I
Ronald L. Wright	General Laborer
Roberto G. Ysip	Auto Machinist
Sylvia L. Young	Senior Account Clerk

NEW PLATFORM *personnel* JOINING MUNI

Isaac Blazer , Kirkland
Kathleen Bryant, Kirkland
Demetrio Cagampan, Kirkland
Robert Carpeneto, Woods
James G. Chan, Kirkland
Edward J. Christensen, Kirkland
James M. Cochran, Woods
Truman Cofield, Woods
Patricia Crisp, Potrero
Alison K. Dixon, Woods
Gerald Dixon, Kirkland
Lewis C. Duckworth, Jr., Potrero
Joseph Dunworth, Potrero
Danilo Farrales, Woods
Rip C. Gilardi, Potrero
Linda Hallsey, Woods
Robert H. Isely, Potrero
Alvin Ja, Kirkland
Lawrence C. Jones, Woods
Steven Kazarian, Woods
Dwight Kinnard, Kirkland
Kenneth W. Lee, Potrero
Russell Lewis, Geneva
Robert Louie, Geneva
Craig Mauzac, Woods
Carlton Mitchell, Kirkland
Ralph E. Moore, Kirkland
Harry Renard, Jr., Potrero
Guillermo Reynoso, Kirkland
William S. Schaefer, Woods
Thomas Varsanyi, Kirkland
Edmund K. Wong, Geneva

Converting from auto to Muni

"For the past 22 years," Lois Cummings, 1531 Williard Street, wrote to the San Francisco *Chronicle* and the San Francisco Chamber of Commerce, "I have been a confirmed car driver — the type who drove two blocks to the market, and always drove to and from work, as well as during work.

"Recently, my doctor told me that I could not drive for several months. I dreaded having to depend on Muni . . . I knew I would be filled with frustrations by missed buses, late streetcars, and crowded trolleys . . .

"In the past five weeks, I have been . . . pleasantly surprised . . . The service has been marvelous . . . the operators . . . helpful and polite . . .

"During working hours, I travel around the City, so I've experienced many different Muni lines and have not been disappointed in any of them . . .

"Thank you for being such an efficient service, especially to an ex-confirmed car-driver."

Al Davison guest star in Australia

Al Davison, Muni's virtuoso of the cable car bells, was hosted "Down Under" for three weeks to show Australians — who might be future visitors to San Francisco, how the bells sound when expertly rung.

A gripman in the Cable Car Division, Davison was flown to Melbourne and Sidney March 10 by Qantas Airways.

TEMPERATURE RISES — Danny Campbell, Muni operator from Presidio Division, got his temperature taken by Mary Myre, R.N., when the Irwin Memorial Blood Bank recently visited the Muni headquarters' building. The "Blood-Mobile" will visit Woods next, April 7; Potrero May 5; Geneva June 2; return to Presidio July 14; Cable Car August 11; and Kirkland, again, September 8.

Muni complaints show "remarkable" drop in February

Passengers complaints regarding the Muni Railway "have declined markedly," according to Curtis E. Green, Muni General Manager.

Citing figures furnished by the monthly Muni "Passenger Service Report Summary," Green said that "the overall reduction in complaints from Muni riders from February, 1977, to February, 1978, was a whopping 2,856.

The low February, 1978, total of 1,104 complaints was described as "remarkable," by Public Utilities Commissioner Peter McCrea, who complimented both Muni management and the Transport Workers Union, Local 250-A.

Highlights from the report show Discourtesy, down 49%; Failing to Pull to Curb, down 50%; Pass-Up, down 56%; Transfer Disputes, down 67%; Fare Disputes, down 74%; Radio Playing, down 81%; and Unnecessary Waste of Fuel, down 71%.

Shopman Sam Sez —

"Identical units — tested under identical conditions — never are identical in the field. . .

"After any machine or instrument has been assembled under the most careful conditions extra components will be found on or under the bench. . .

"Components guaranteed to be assembled properly end up improperly assembled. . .

"The making of errors is inescapable and generally are made in a direction assuring the most disastrous of results."

Crime aboard Muni vehicles cut sharply

Crime aboard Muni vehicles dropped dramatically during February compared to the same month last year, according to Lieutenant Donald Goad of the Muni Transit Police Division.

There were 70 crimes committed this February, compared to 105 for February of last year.

Pickpocketing incidents numbered 31 this February, 60 last February. Two armed robberies were on the books in both months and one case of aggravated assault in each of the months. Simple assault cases were reduced from 14 (February of last year) to four for the same month this year.

One theft aboard a Muni coach occurred this February, compared to six the same month last year (which included two grand thefts).

The 65-uniformed officers made four arrests this Feburary, issued 10 criminal citations, and handed out 2,519 tickets for illegal bus zone parking.

Since the Transit Police Division began operations August 6, they have cut criminal incidents 55% for the last six months of 1977 — 434 cases compared to 967 for the same period in 1976.

The biggest decreases were in pickpocketing, down 66% from 619 incidents in 1976 to 213 in 1977; purse-snatching, down 54% from 37 to 17; theft, down 77% from 68 to 16; armed robbery, down 81% from 21 to four; and strongarm robbery, down 74% from 31 to eight.

John M. Sanger is appointed to PUC by Moscone

John M. Sanger, an attorney and urban planner, has been appointed to the City Public Utilities Commission by Mayor George E. Moscone.

Sanger, owner of a consulting firm that provides planning, management and financial services, replaces Joseph Byrne whose term expired in January.

Sanger also is a former lecturer at the University of California (Berkeley), a former employee of the Arthur D. Litle Co., and a former planner for the City Planning Department.

While with the Planning Department, Sanger was responsible for preparation of the City's revised transportation plan, which included proposals for modification of transit routes.

Sanger, 34, is a graduate of Harvard and the Harvard Law School. He earned his master's degree in city planning from the Harvard School of Design.

20-YEAR SAFE drivers awards recently were presented to the above operators. Next to John B. Wentz, Public Utilities Commission's General Manager (left) are: George Pechina, Woods; Raymond C. Gnecco, Woods; Glen El Collins, Woods; McCoy Maybon, Kirkland; George J. Martensen, Woods; and Don Blessing, Kirkland; flanked by Curtis E. Green, Muni General Manager. The back row trio: (left to right) Willie H. Payne, Woods; Emmett Whittle, Kirkland; and Charles S. Cavitt, Potrero.

SEPARATIONS IN JANUARY

Deborah E. Camejo	1404 Clerk	Resigned — Voluntary
Robert P. Eagleton	7390 Welder	Funds Exhausted — EMP REQ.
William J. Elias	7472 Wire Rope Cable Maint.	Resigned — Voluntary
Benjamin L. Field	7306 Auto Body & Fender Wrk.	Bumped by higher Eligibles
Elijah Franklin	7306 Auto Body & Fender Wrk.	Funds Exhausted — EMP. REQ.
Alex Garner	TCS 9170 Asst Trans. Disp.	
Florencio V. Halili	1220 Payroll Clerk	Position Abolished
John B. Harris, Jr.	1220 Payroll Clerk	Position Abolished
Pedro B. Hernandez	7306 Auto Body & Fdr. Wkr.	Fnds. Exhausted — EMP. REQ.
Charles J. King	7334 Stationary Eng.	Funds Exhausted — EMP. REQ.
Virgil R. Kolstad	TCS 9116 Sr. Fare Coll. Rec.	Returned to former position
John Lim	1446 Clerk Steno.	Resigned — Voluntary
Bill B. McAtee	Stationary Engineer	Funds Exhausted — EMP. REQ.
Andrew B. Parnagan, Jr.	Auto Body & Fender Wrk	Bumped by higher Eligibles
Jose R. Rosales	7306 Auto Body & Fender Wrk.	Funds Exhausted
John L. Shumpert	7334 Stationary Engineer	Proh. Apt. Terminated
Vincent H. Smith	7344 Stationary Eng.	Funds Exhausted — EMP. REQ.
Marietta A. Victa	1220 Payroll Clerk	Position Abolished
Cassandra Walker	1446 Sr. Clerk Steno	Reassigned to G.O. as Perm 1446
Willie Williams	S104 Motorman	Resigned — Voluntary

RETIREES

Julius Hurt, Motorman, Disability	(13 years)	10/1/77
Harold A. Johnson, Automotive Serv. Wrkr	(13 years)	4/12/77
Claude H. Kissling, Tool Rm. Mech. & Cus.	(14 years)	1/3/78
Henry D. Quinby, 9185 Deputy Gen. Mgr. Opr. & Ad	(13 years)	1/20/78

TRANSFERS

Ruperto S. Bugayon, Payroll Clerk to Legion of Honor	1/17/78
John Cleveland, Motorman, Disability, Transfer to General Laborer	1/4/78
Roland D. Gasper, Track Maint. Wrkr. to Permanent 7540	1/6/78
Ronald Wright, Conductor, Disability Transfer to General Laborer	1/4/78

IN MEMORIAM

Major C. Dawson	Automotive Mechanic	1/01/78

Smiles cost nothing. Yet they are most valuable — especially when exchanged.

— anonymous

"Life is not so short but that there is always time enough for courtesy."

— Ralph Waldo Emerson

California street cable car line centennial set

A celebration marking the completion of the new Robert Frost Plaza will be held April 10th, coinciding with the Centennial of the California cable car line.

At 10:30 a.m. that day the newly refurbished cable car No. 60 will clang up to the plaza at California and Market streets near the Embarcadero to open proceedings. A band concert will be held from 11 a.m. to 2 p.m., that day as well as the preceding day (Sunday) as part of a two-day festival planned by Friends of the Cable Car, according to Mrs. Hans Klusmann, president and founder of the organization.

Civic Luncheon Set

On both days, from 11 a.m. to 2 p.m., the Pacific Coast Chapter of the Railway & Locomotive Historical Society will hold an exhibit of oldtime photographs, equipment and memorabilia involving the California Line at the Cable Car Museum.

Highlight of the two-day festivity will be a civic luncheon, noon, April 10th, the Peacock Court of the Mark Hopkins Hotel, sponsored by Friends of the Cable Car. Tickets, $12.50 each, are purchasable from the organization, 26 O'Farrell Street, San Francisco 94108 (telephone 415-391-1202).

Free rides on the cable car line, originally named the California Street Railroad Cable Co., will be given to the public, courtesy of BankAmerica Travelers Cheques.

Plaza Links Past, Future

With construction of the Plaza completed, the street will be closed to all motor traffic, enabling passengers to board with greater safety and giving the cable cars more storage space and freer accessibility to the Plaza.

New construction involved trackwork, sheave fits, switches, drainage, lighting and provided new benches, a street clock, a kiosk, fuller tree-planting, and more car storage area.

New spur track at the Robert Frost Plaza now enables the backing up of two cars on the terminal instead of one. The No. 60 car will be "displayed" prior to the first ride.

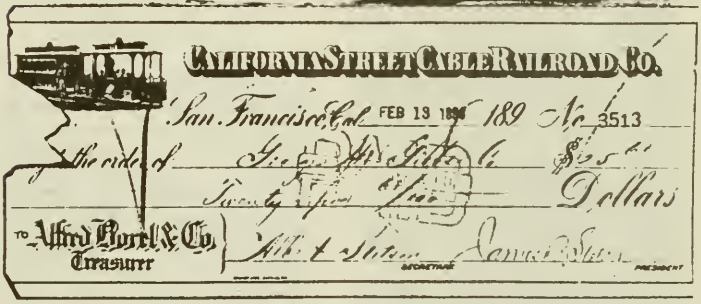
Public Utilities Commissioners will participate in the inaugural ride.

Fittingly, the plaza now serves as a link between past and future — the cable car and the modern Muni Metro LRV, which will terminate at Embarcadero Station.

Muni transit high-ranked

San Francisco was ranked second to Chicago in public transportation efficiency recently by the Association of Masters of Business Administration Executives (AMBAE) in a survey of 50 major U.S. cities and metropolitan areas.

THE BELLS HAVE RUNG FOR A CENTURY



***ORIGINAL HOME** of the 100-year-old California Street Railroad Company is the building seen above (photograph circa 1880), located at California and Larkin Streets. Below is a photo of a check made out by the company in 1896 to George W. Gibbs, a blacksmith, in payment for machinery parts (check submitted to Muni by Mike Pavini, a Presentation High School teacher).*

SIGNIFYING the Centennial of the California Street Cable Rail Co., Arlicia Gaylene Lee, Muni Planning Department, holds up an 1896 check from the company.

An Englishman almost had a grip on things

Although an Englishman, W.J. Curtis, had patented a gripping mechanism which could quickly grasp and relinquish a moving cable as early as 1838, it wasn't until 35 years later that the world's first street-rail cable car system was developed in San Francisco (by Hallidie).

A part-street, part-overhead-cable line — the London & Blackwell Passenger Railway, operated in London in 1836.

An elevated overhead-cable line was in use in New York from 1867 through 1869.

Driver courtesies balancing rider criticisms

(Reprinted from The San Francisco Progress)

"Editor:

"Muni Railway often gets more criticism than compliments, but numerous courtesies on the part of Muni drivers should be acknowledged . . .

"A friend, whose 8-year-old son is well-named Ulysses, lets him ride buses alone all over town . . . We let him take the lead on weekend Muni bus outings, because he knows all the interesting places to visit . . . the considerate bus drivers add much to the pleasure of these outings . . .

"One driver (on the No. 24-Divisadero run) was a real people lover, and his gracious good humor brightened the afternoon for all of us . . .

"Another time, I headed back toward a stop near the beach just as the bus rolled in that direction. I waved my arms, scarcely expecting that the driver would see me. The driver did notice me, though, and waited . . .

"One bus driver I knew was putting himself through a seminary; others are attending college, or putting sons and daughters through college; or paying off mortgages on attractive, well-kept homes.

"Whatever, for sheer human interest, San Francisco's bus drivers are unexcelled."

— Doris Evans

Muni inaugurates Southern Pacific "fare-saver" plan

Passengers now may obtain a 30% discount on the price of multi-ride Southern Pacific tickets (five-day monthly, seven-day monthly, weekly and student tickets; individual one-way or round-trip tickets are not included).

Muni's SF-Faresaver Program, which began March 1, is part of a regional plan to improve SP service. It is being carried out in cooperation with SamTrans, Santa Clara Transit and the Metropolitan Transportation Commission.

Muni Issues Cards

To obtain the 30% discount, San Francisco's SP users simply present a Muni-SP Faresaver card when they purchase their ticket.

FARESAVER cards are being issued by the Municipal Railway. Applications for the cards can be obtained from: Muni's SP Faresaver Program, 949 Presidio Avenue, Room 209, San Francisco 94115.

Residency Proof Needed

Completed applications must be submitted with some proof of San Francisco residency, such as a photocopy of a tax or rent receipt, voter's registration stub or driver's license.

Full information on how to purchase discount tickets will be sent out with the Faresaver cards.

Patrons desiring additional details may call Muni's Transit Information Bureau, dial 673-MUNI

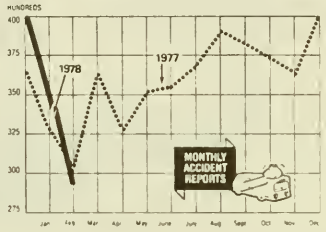
TROLLEY TOPICS

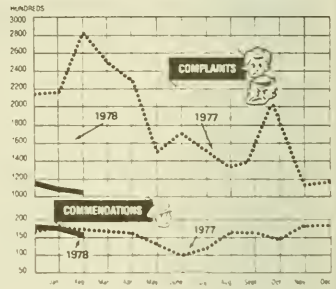
Published monthly by San Francisco Public Utilities Commission, Bureau of Public Service, Municipal Railway, 949 Presidio Avenue, Room 231, San Francisco, CA 94115. Telephone (415) 558-2301.

John B. Wentz, *General Manager, Public Utilities Commission*

Curtis E. Green, *General Manager, Municipal Railway*

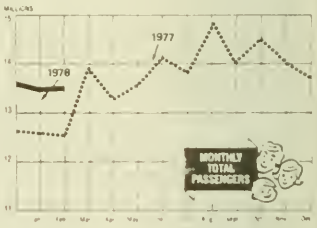
Joseph I. Haughey, *Editor*





Graph-o-gram

COMPLAINTS received during February numbered a low of 1,104 — a drastic drop of 2,856 from the same month a year ago. Commendations for February totaled 154, compared to 184 in January. Operational accidents — which zoomed to 401 in December — were cut to 340 in January and to 297 in February. Passenger traffic remained at a 13.5 million level for each of the first two months of this year.



The public poses perplexing problems

"Recent criticism about Muni doesn't begin to tell the whole story," Ellen Kerrigan Smith recently wrote (February 22nd) in the *San Francisco Examiner*.

"There's no better way to know the people of this City than by riding buses . . . Muni preachers ... outraged by one of life's injustices ... take to the buses where they are guaranteed an audience instead of exploding inside with rage ...

"These are people who understood where Howard Beale was coming from before he cried his now famous: 'I'm mad as hell and I'm not going to take this anymore.'

Then there's "a trim middle-aged Chinese women" ... another of "Muni's preachers," whose "sermon always involves both San Francisco newspapers and a landlord, also Chinese, who evicted her "

"Many Muni riders are lonely and poor ... One evening on the No. 38-Geary, a young black woman sat alone in a double seat near a window . . . The late afternoon sun caught something in her hand. She was toying with a tiny gold scissors. She was "cutting little swatches ... of wrapped-up cotton batiste material ... After each piece was removed ... she unhesitatingly popped in into her mouth, chewed it up and swallowed. The woman was eating a man's shirt . . .

"On a late Wednesday afternoon on the No. 18-Sloat "an old woman carrying a blue plastic shopping bag sits down in a seat up front near the driver

"'Once I had it all,' suddenly she announces to the ... passengers ... speaking in a slight Russian accent She holds one hand over her heart, the other clutches her shopping bag. 'I had a husband, a parking lot and a Safeway Store Now, they're all gone.'

"A grizzled old man wearing a flannel shirt opens his eyes and reaches for his cane.

"'Nag, nag, nag!,' he yells."

At her stop on Judah Street, the driver admonishes "'Be careful now ' she walks away as the bus door slams shut Then suddenly she turns around

"'God bless you all and thank you very much,' her voice sings as she waves goodbye "

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MUNI

TROLLEY TOPICS

Vol.4 No. 3 San Francisco Municipal Railway — *"The People's Road"* March, 1978

PUC Assesses Impact of Proposition 13 on Muni

Municipal Railway contingency plans, dealing with service reductions and fare increases in the event of passage of State Proposition 13 (Jarvis-Gann Initiative) on the June 6 ballot, have been submitted to Mayor George R. Moscone by the City's Public Utilities Commission.

The alternatives range from most severe — which would eliminate all Muni service — to least severe with no service cuts with the imposition of heavy fare increases.

"Passage of Proposition 13," PUC President John F. Henning, Jr., said, "will leave us with some serious problems in providing transit service to the people of San Francisco."

"To increase fares substantially would risk pricing lower income people out of the transit picture," he added.

John B. Wentz, General Manager of Public Utilties, said that it is generally believed that Muni tax support, in the event Proposition 13 succeeds, would not exceed $10 million.

Doubling of Existing Fares

If Muni received $10 million in tax support, it could maintain existing service only by doubling the present base fare to 50 cents, with an additional 25-cent peak hour surcharge — and a 25-cent fare for senior citizens, students and the handicapped.

Service also could be retained at the existing level if Muni were able to obtain $15 million in tax support — an at the same time increase the base fare to 40 cents plus an extra 20 cents for peak hour service. Included would be 20-cent fares for senior citizens, students and the handicapped.

"Mothballing" of Muni Metro

The least disruptive of all alternatives would mean mothballing the new Muni Metro streetcars and other facilities on the threshold of their implementation. Proposition 13 would halt this program in its tracks," Wentz stated.

In developing 16 contingency plans Muni officials considered four levels of tax support — none, $10 million, $15 million, and $20 million — in combination with four fare levels:

- **Current fare structure: 25-cents base fare and 5 cents for senior citizens, students and the handicapped;**
- **A 35-cents base fare with 45-cent peak-hour fare and 10-cents for seniors, students, and the handicapped;**
- **A 40-cent base fare plus an extra 20 cents during peak hours, and 20 cents for seniors, students, and the handicapped;**
- **A 50-cent base fare with an extra 25 cents during peak hours, and 25 cents for seniors, students, and the handicapped.**

Muni assumes that $16 million would be available from State and Federal sources — $1 million from revenue sharing, $8 million from the State Transportation Development Act, and $7 million under Assembly Bill 1107. And it is assumed that the State Legislature would remove restrictions requiring the latter funds to be applied to only service additions and improvements.

Service Eliminations

The contingency plans give higher priority to retaining service needed to carry workers to work and students to school.

Muni service would be eliminated in the following order:

- Mission corridor lines in an area served by BART. These include: 14-MISSION- EXPRESS, 14-MISSION LIMITED, 14- GUERRERO-LIMITED, 26-VALENCIA-EXPRESS. The 11-HOFFMAN and 26-VALENCIA lines would be altered to serve as feeders to BART and the J-CHURCH line.
- Lines producing the least revenue: 33-ASHBURY, 27-NOE, 91-STONESTOWN, 92-BALBOA PARK SHUTTLE, 88- HOSPITAL, 98-LAGUNA HONDA: all three Shopper Shuttle lines; 43-MASONIC, 39-COIT, 34-WOODSIDE, 29-VISITACION, 23-CRESCENT, 18-SLOAT, 81-BACON, 44-DIAMOND HEIGHTS, 32- EMBARCADERO, 16-NORIEGA EXPRESS, 35-EUREKA, 36-MIRALOMA, 70-LAKE MERCED, and the Marina segment of the 28-NINETEENTH AVENUE.
- Off-peak service on duplicating lines: Affecting the 45-GREENWICH, 19-POLK, 21-HAYES, 31-BALBOA, 2-CLE-

(Continued inside)

DIRECTOR AL Brito of KGO-TV, (right), is seen setting up a community affairs' public service spot scene re Muni bus seating for senior and handicapped persons. The scene will be seen throughout the year over the local station.

For safety — stop and start smoothly

By CURTIS E. GREEN
General Manager

Every Muni passengers appreciates a speedy but SMOOTH ride. No one likes jars and bumps while riding a bus, although a bus is bound to have its moments of jerks and jolts.

An operator may have to suddenly stop his vehicle to avoid striking an unwary motorist or pedestrian. However, neck-snapping stops should be an exception, not a habit.

There is no excuse for starting with a jerk. Most passengers don't have "sea legs". Unlike the airlines, we do not equip our vehicles with seat belts.

In addition to possibly causing passenger injury, a jerky operation irritates our riders, thus making an operator's job that much more difficult. Passenger accidents caused by "rough operation" have increased substantially in the last few months.

All of us need to be aware of this problem and perform in a way that will eliminate this type of accident:

- Allow sufficient braking distance when following other vehicles in order to minimize emergency stops.
- When starting up at an intersection, gauge traffic movement and traffic lights in order to avoid alternate application of the brake and the accelerator pedal.
- Make sure that you both accelerate and brake smoothly when elderly or handicapped passengers are moving toward or away from seats in your vehicle.
- Always remember that smooth starting and stopping is one of the best indications your passengers have about your operating skills and abilities.

The Riders Write —

Public shows appreciation of drivers

"All of our San Francisco sightseeing was by Muni. We found Muni drivers very helpful, knowledgeable about The City, considerate and patient with the passengers — in-towners as well as out-of-towners."

— Dottie & Art Tillinghast
17400 Burton Street
Northridge, CA 91325

Berdine Thomas, Jr.

"A truly outstanding operator . . . handles difficult problems in a most humanistic way. He shows professionalism and class. He's courteous, fair, firm, understanding and polite . . . a credit to Muni . . . We need more human beings like Mr. Thomas."

— Andrew R. Lolli, President
Castagnola, Inc. of S.F.

Edward E. Harrell — Potrero

"He goes out of his way to speak to everyone getting on the bus despite receiving mostly blank faces and hard stares. . .it takes guts to keep trying to remain friendly in the face of city withdrawal and alienation." — Nancy Human.

William V. Sisk — Kirkland

"For one who has been accustomed to Manhattan drivers, it's a pleasure to ride with him. . .he takes time to explain to everyone who asks a question and helps the infirm off the bus." — (Mrs.) D. Redman.

Joe K. Taylor — Kirkland

". . .most courteous driver I've ever ridden with. . .patient with irate passengers. . .very helpful with handicapped and senior citizens. . .when driving, no sudden stops or jerking while pulling away in traffic." Mrs. Helga Stucker.

Reager L. Gibson — Woods

"The most courteous and cautious driver we have seen in many years." Joseph & Mary M. Germain.

Omer Beaird, Jr. — Kirkland

A wallet containing credit cards and sums of money, found by Beaird, was returned intact to its owner, Susan Brubeck of Brubeck Advertising Company. She wrote: "I found his honesty to be overwhelming."

Howard Spriggs — Potrero

"If all your drivers were as concerned for their passengers' safety, well-being and comfort as he is, I would never have left San Francisco." — Yvonne Lingg-Slocum, New York City.

C.M. Thomasson — Woods

"He's one who always goes the second mile while looking after those dependent upon him for their transportation," in the opinion of M. Meek.

George Shewl — Potrero

"Does a great job helping people on-and-off the bus, including people with wheelchairs." — Clarence Anderson (Daly City).

Muni 'facelift' Reported in full in S.F. Examiner

"Muni's striking facelift" — a report on S.F. transit and proposed routes and transfer points — appeared in "The City" section of the San Francisco *Examiner* April 26.

The article, written by Gerald Adams, occupying nearly four pages, described changes charted by Muni planners:

- improved service to such traffic points as the University of California Medical Center, San Francisco State University and San Francisco General Hospital;
- reduction of the number of trips that now require more than one transfer;
- bringing in more than 12 million more riders a year with the advent of the Light Rail Vehicles (LRVs);
- vastly improving crosstown service;
- improved out-of-town schedule connections with BART, SamTrans, Southern Pacific and the North Bay Golden Gate Transit;
- installing of the Muni's first circle lines skirting the perimeters of the City and downtown.

Shirley Hamada Torp, 20, the daughter of Carl B Torp, Presido Division Dispatcher, was crowned queen of the 11th annual Cherry Blossom Festival, held recently in San Francisco's Japantown.

The new queen was presented with round-trip tickets for two to Japan and Brazil, a full set of furisode kimono by the Fujiyasu Co. of Japan and another set of furisode kimono from Kasugi Co., also of Japan

Retirement dinner held for Angeli

A retirement dinner honoring Leon Angeli of the Muni Transportation Department was held April 28 at the Italian American Hall, 25 Russia Avenue.

Co-chairmen of the event were Arthur J Franke and Frank L Bauer of the Transportation Department

Angeli was hired by Muni as a conductor out of Potrero January 1942. He later worked as a bus operator, a trolley coach operator, an inspector, a schedule worker, an assistant division superintendent and, finally, as a Transportation Department Assistant Superintendent

PLATFORM RETIREMENTS
MARCH 1978

Ford, Samuel (After 32½ years)	Kirkland	9163, S102	1133	03/01/78
Menifee, Hughes (Disability)	Potrero	9163, S102	1439	02/15/78

FEBRUARY 1978

Glaspie, Lambert	Cablecar	9163, S102	V3 106	01/01/78
Leithold, Robert	Potrero	9163, S104	V51 70	02/11/78
Kelley, Curtis	Presidio	9163, S104	3541	02/01/78
Matthews, Harry	Kirkland	9163	41 XE111	02/01/78
Pechina, George	Woods	9163, S104	V6 68	02/16/78

PLATFORM RESIGNATIONS
MARCH 1978

Alessi, Leon	Potrero	9163, S104	2981	03/20/78
Bonitto, Joseph	Potrero	9163, S102	4228	03/08/78
Daggs, Charles	Potrero	9163, S102	3844	03/10/78
Dews, Robert	Woods	9163, S102	4110	03/03/78
Fuller, John	Presidio	9163, S102	4323	03/13/78
Garbin, Eligio	Woods	9163, S102	4319	03/01/78
Harrison, Curtis	Kirkland	9163, S104	4261	03/02/78
Hoffman, Gardner	Cablecar	9163, S104	3118	03/17/78
Singletary, Eugene	Presidio	9163, S102	3518	03/21/78
Smith, Harvey	Woods	9163, S102	1347	02/24/78
Wise, Cornelius	Potrero	9163, S102	3670	03/06/78

FEBRUARY 1978

Bonner, Jr. Murphy	Presidio	9163	130 109	02/27/78
Diamante, John	Presidio	9163, S104	34 1111	02/01/78
Webb, Walter S	Potrero	9163, S102	300 1112	02/22/78

SHIFTING GEARS

MISCELLANEOUS PERSONNEL FEBRUARY 19781

Amdur, Bernard S. (Perm)	7381	To TSC-7249	01/29/78
Baty, Kenton E.	9116	From TCS-9116 to Permanent	01/16/78
Daigle, LeRoy	9160	From S102, since 11/01/47	01/31/78
Delacruz, Luis P. (Temp.)	7410	To NSC-7410 from TCS-7410	02/15/78
Dixon, Alison K.	8222	Became 9163 transit op.	01/03/78
Elliott, William A. (Perm)	9110	Went to Perm-9110	09/13/77
Esguerra, Rex (Temp)	9116	Went to Perm-9116	01/31/78
Freed, Gary K. (Temp)	7409	Went to NCS-7379	02/03/78
Freed, Lawrence K. (Temp)	7409	Went to NCS-7379	02/03/78
Freeman, Luther J. (Temp)	5287	To Perm-5287	02/28/78
Fischer, Michael R. (Perm)	7381	Went to TCS-7249	01/26/78
Gallwitz, Dominic J. (Perm)	7410	Went to NCS-7381	02/01/78
Gans, Sadie (Perm)	1424	Assigned from Water Dept.	01/17/78
Garcia, John (Temp)	7410	Went to NCS-7381	02/14/78
Gainetti, Joseph (Perm)	9150	Went to NCS-9152	02/28/78
Jentzsch, Richard W. Temp)	7409	To NCS-7379	02/03/78
Jentzsch, Wally C. (Temp)	7409	To NCS-7379	02/03/78
Lee, Tommy K. (Perm)	5202	Gained Perm-5204	10/05/77
Liou, Lulu (Perm)	1630	Now NCS-1632	02/21/78
Mabutas, Thomas F. (Temp)	7410	Now NCS-7410	02/14/78
Newton, Fred Jr. (Temp)	7739	TCS-7409 to NCS-7379	02/06/78
O'Connor, John J.	9102	Disp. Trans. from S102	01/25/78
Owens, Max	9116	With Muni since 2/70	01/16/78
Peterson, David G. (Temp)	7409	TCs-7409 to Perm-7409	02/01/78
Piggee, Thomas W.	9411	Was Motorman since 04/10/67	01/20/78
Riddle, James B.	7249	From Perm-7381 to TCS-7249	01/25/78
Schach, Edward J. (Temp)	7409	From TCS-7409 to Permanent	02/01/78
Servis, Ralph M. (Temp)	9116	To permanent 9111	01/31/78
Perry, Spark (Perm)	9160	To permanent 9150	01/31/78
Swift, Eddie R. (Perm)	9150	From Permanent 9160	01/31/78
Tempongko, Rafael C.	9116	From TCS-9116 to Perm-9116	01/16/78
Torrance, Wylie L.	7410	From TCS-7410 to Perm-9116	02/15/78
Westlie, Jack C.	7379	Perm-7409 to NCS-7379	02/01/78
Wise, Wilfred F. (Perm)	7381	Went to TCS-7249	01/26/78
Young, Sylvia L. (Perm)	1632	Port Commission to Muni	01/17/78
Ysip, Roberto G. (Perm)	7381	Moved to Permanent 7313	09/02/78

MARCH 1978

Bolanos, Rigo	7554	Auto Mach. Sup. I	Tes-temp 7254
Freeman, Luther Jr.	5287	Transit Planner I	TCS-5287 to Permanent
Gianetti, Joseph	9152	Trans. Control, Assistant Inspector	Perm-9150 to NCS-Temp 1152
Gunter, Madison H. Jr.	7454	Traffic Signal Op.	From S104 motorman-perm.
Merrill, Richard A.	9160	Ass't Trans. Disp.	From S014-Perm.
Schaaf, Alvin W.	1242	Personnel Analyst	1240-CETA to 1242-TCS-Temp
Smith, James L.	9104	Trans. Car Cleaner	Perm-9102 to NCS-Temp-9104
Straus, Peter	5289	Transit Planner III	Perm-5288 to Perm-5289
Wiggins, Elliott J.	9160	Ass't Trans. Disp.	From S102-Conductor to Perm-9160
Wimberly, Rosie L.	1444	Clerk Steno.	NCS-to-Permanent
Yamagishi, Raymond R.	5238	Auto Elec. Eng.	From DPW-Permanent
Zamora, Rudy G.	7410	Auto Serv. Worker	Disability Transfer

ON THE MOVE MISCELLANEOUS

Daigle, LeRoy	Kirkland	9163, S102	97/35	02/12/78
Jacobsen, Arthur	Kirkland	9163, S102	43/86	10/26/77
Merrill, Richard	Presidio	9163, S102	To 9160	03/14/78
Piggee, Thomas	Woods	9163, S102	15/97	02/01/78
Zamora, Rudy	Potrero	9163, S102	disa. trans.	03/01/78

NEW PLATFORM *PERSONNEL* MARCH 1978

Finck, Nicolas	Geneva
Fuentes, Jorge	Woods
Hannah, Alex	Presidio
Hardin, Anthony	Woods
Howard, Alma L.	Kirkland
Johnson, Cornell	Geneva
Lozada, Raynard	Kirkland
Ranek, Edwin C.	Kirkland
Reed, Jessie	Presidio
Rivers, Bobby J.	Woods
Scammon, Charles	Kirkland
Sims, James O.	Kirkland
Washington, Willie Lee	Geneva
Woods, Richard	Presidio

NEW HIRES *MOTORMEN* FEBRUARY 1978

Anderson, Edward	Kirkland
Davis, Alan J.	Kirkland
Fama, Carmel	Kirkland
Fuller, John B.	Presidio
Garbin, Eligio	Woods
Hovey, Dean	Kirkland
Jones, Percy	Geneva
Lozada, Stephan	Geneva
Potts, Jimmie R.	Kirkland
Raher, Thomas D.	Presidio
Redmond, Oscar	Woods
Stepter, Robert	Geneva
Thomas, Darling	Woods
Webb, Robert C.	Kirkland

MISCELLANEOUS RETIRED

Ellis, Percy (Perm)	7540	11/30/77
Clifford D. (Perm)	7152	03/01/78
Pate, John C. (Perm)	7381	03/01/78
Stafford, Walter J. (Perm)	1220	03/01/78

MISCELLANEOUS RESIGNATIONS

Armstrong, Tony (Temp)	7514	03/15/78
Barni, Armando J. (Temp)	7410	01/08/78
Farrar, Frederick (Perm)	6318	03/28/78
McLoughlin, James H (Per)	9110	03/01/78
Racon, Arthur (Perm)	7306	03/21/78

WELCOME ABOARD

NEW HIRES (Miscellaneous) FEBRUARY 1978

Adams, Mark R.	7410 Auto Serv. Wkr.	01/30/78
Alonzo, Alfredo	9910 Public Service Trainee	01/31/78
Anderson, Andre	9910 Public Service Trainee	02/10/78
Avila, Joseph	9910 Public Service Trainee	01/31/78
Barker, Ralph E.	7410 Auto Service Wkr.	02/03/78
Brown, Travis	2708 Custodian (CETA)	01/31/78
Boyd, David	9910 Public Service Trainee	02/01/78
Cirimele, Robert J.	7410 Auto Service Wkr.	02/15/78
Everett, Crawford	2708 Custodian (CETA)	01/31/78
Ferraresi, Aldo F.	7409 Elec. Transit Service	02/02/78
Glover, Jr., Robert	9910 Public Service Trainee	02/01/78
Hackett, Donald	9910 Public Service Trainee	02/18/78
Hester, Ernest M.	9910 Fare Collection Receiver	01/20/78
Hon, Kenneth K.	9116 Senior Fare Coll. Receiver	01/16/78
Ingram, Wilmon S.	7560 Field Consultant Aide	01/31/78
Marshall, David R.	7410 Service Wkr.	02/01/78
O'Mallon, Maureen	1630 Account Clerk	02/10/78
Walker, Dennis	9910 Public Service Trainee	01/31/78
Whitfield, Fred	2708 Custodian (CETA)	02/01/78
Williams, Joseph A.	9910 Public Service Trainee	01/23/78
Ysip, Paul	2708 Custodian	02/01/78

NEW HIRES (Miscellaneous) MARCH 1978

Adams, Hawley M.	1424 Clerk-Typist	NCS-temporary
Barrozo, Constancia L.	1650 Accountant	Permanent
Bendana, Ramon I.	1709 Car-Auto Painter	TCS-temporary
Bocaling, Marcial H.	1630 Account Clerk	TSC-temporary
Carmen, Alfredo	8202 Security Guard	TCS-temporary
Chak, Chi Tat	7309 Car-Auto Painter	TSC-temporary
Chiu, Paul C.	5202-Junior Civil Engineer	NCS-temporary
Costello, Percel	7560 Field Consultant Aide	CETA
Eagleton, Robert P.	7390 Welder	TSC-temporary
Holtz, Daphne	1422 Jr. Clerk-Typist	CETA
Hulburt, William D.	7409 Electric Transit Ser. Wkr.	NCS-temporary
Jensen, Eileen A.	1444 Clerk-Stenographer	NCS-temporary
Johnson, Buford C.	5289 Transit Planner III	Permanent
Johnson, James E.	7334 Stationary Engineer	Permanent
Jordan, Marco A.	7309 Car-Auto Painter	TSC-temporary
Kerlegan, Joe	9910 Public Service Trainee	CETA
Kohl, Adam V.	9998 Staff Aide	CETA
Lewis, Daryl Terrence	1404 Clerk Dispatcher Aide	CETA
Low, David G.	7472T Wire Rope Cable Maint.	Permanent
O'Neill, John	9998 Staff Aide	CETA
Peppars, Ralphe F.	7410 Auto Service Wkr.	NCS-temporary
Potast, Apelu	2708 Custodian	CETA
Rendon, Armando	9998 Staff Aide	CETA
Vickers, III, Cleveland	7381 Auto Mechanic	NCS-temporary

PLATFORM RESIGNATIONS FEBRUARY 1978

Bonner, Jr., Murphy	Presidio	9163	13/0/109	02/27/78
Devore, Samuel	Potrero	9163, S102	V291/EII2	02/10/78
Diamante, John	Presidio	9163, S104	34/EIII	02/10/78
Kelley, Curtis	Presidio	9163, S104	161/109	02/01/78
Webb, Walter S.	Potrero	9163, S102	300/EII2	02/22/78

MARCH 1978

Bonitto, Joseph	Potrero	9163, S102	03/08/78
Daggs, Charles	Potrero	9163, S102	03/10/78
Dews, Robert	Woods	9163, S012	03/03/78
Fuller, John	Presidio	9163, S104	
Garbin, Eligio	Woods	9163, S104	03/01/78
Harrison, Curtis	Kirkland	9163, S104	03/02/78
Wise, Cornelius	Potrero	9163, S102	03/06/78

February's Muni Man of Month is Harold Marquis

Harold W. Marquis, a Muni operator for the past 30 years, was named Muni Man-of-the-Month for February, honored by his colleagues and peers at Muni's Kirkland Division March 31.

Marquis, who has driven a No. 45-Greenwich bus for the past four years, received his Muni-Man-of-the-Month citation from John B. Wentz, General Manager of the Public Utilities; U.S. Savings Bonds from Lawrence B. Martin, President of the Transport Workers Union (Local 250-A) and from Tom LaGrone, of LaGrone's Insurance Agency; a $100 check from Metro Transit Advertising, and a pair of ducats from the San Francisco Giants.

Born in Oakland, in 1923, Marquis graduated from University High in that city.

He worked aboard merchant marine ships, 1941 through 1946, for the American President Lines, Matson Navigation Company and the Grace Line.

Harrowing Experiences

"It was spooky, being shadowed by enemy warships and submarines — Guadacanal, Dutch Harbor, Normandy Beach, Africa and other theaters of war . . . the money was good, but the experience scary," he recalled.

Marquis joined Muni in 1948. He has been with the Railway ever since.

His eldest son, William, 28, is a teacher at Alameda Community College, a former Army captain and a graduate of University of California (Berkeley); Bruce, 26, a former air force captain, is a graduate from Portland University; Sylvia, 25, now a housewife in Oakland, graduated from St. Mary's College (Moraga); Wanda, 21, is an S.F. State undergraduate; Glenn, 18, attends St. Mary's College; Vincent, 16, Pelton Grammar School in San Francisco; and Eric, 14, Fremont Grammar School, San Francisco.

"Plays It Cool"

"As a Muni driver it seems sometimes like a field of combat, but, I've learned to hold my temper and provocations don't bother me. People, by-and-large, are very easy to get along with. It takes two to tangle. And my part is not to tangle," he said.

Bus painting contract awarded

A $438,000 contract for repainting of 340 Muni diesel buses has been awarded to the Miracle Auto Painting and Body Repair Company.

This is the first time that the City and County of San Francisco has commissioned a private company to paint Muni buses on a large scale.

Funding of the project is 30% federally-financed through a grant from the U.S. Department of Transportation (DOT).

The buses will be painted in colors of white and golden poppy. Between each coat of paint, the buses will be placed in an infrared oven where temperatures of 180 degrees will be reached to insure proper drying and sealing.

The painting company, which has 37 facilities scattered throughout Washington, Oregon and California, has headquarters in South San Francisco.

Transit policemen are nominated for Medal of Valor

Municipal Transit Police officers Sheldon Spicer and Gregory Morehead are being considered for Medal of Valor Police Awards according to Lieutenant Donald Goad, head of the Division "for actions taken above that which is expected of them in line of duty."

Sheldon Spicer

When told by John Barbieri, manager of the 16th Street Crocker National Bank that "the man behind me has a gun and tried to rob me!" Spicer and Moorehead, who were unarmed, ordered the suspect to stop. He ran away and was pursued by the pair to Pine and Kearney Streets, where he tried to commandeer a vehicle. When the pursuing officers caught up to him they pinned him against the vehicle and disarmed him.

Spicer, along with Emery Lowe and Teresita Williams, also played a part in the recent arrest of a fleeing thief at Post and Market Streets.

Key information clerk to retire

A buffet and "coffee klatch" will be held May 30, noon, in the Presidio Division Conference Room honoring the retirement of Paul N. Nathan, Senior Transit Information Clerk.

Nathan was employed as a conductor in December 1941. He joined the transit information department in August 1972.

New health plan for Muni employees

San Francisco's Health Service System has planned to expand the number of health plans available to Muni employees and dependents by adding the Children's Hospital Health Plan (Plan III).

The prepaid health program, for both adults and children, becomes effective July 1 for any one wishing to join it or change to it.

Enrollment card deadline is May 31.

Descriptives of the medical services and hospital benefits, monthly costs and enrollment cards can be obtained from Children's Hospital by telephoning 387-8700 (ask for the Health Plan office).

A GROUP of the China International Service to the United States (People's Republic of China), interested in tourism, is shown recently boarding a California Street Cable Car. Oscar Norman, Superintendent of the Cable Car Division, shakes the hand of Yuan Ch'ao, leader of the delegation. Seated to Yuan's right is Yueh Ta-heng, Deputy Director of the group of 13; sponsored by the National Committee on U.S.-China Relations, United Nations.

Bus Rodeo entry deadline June 14

The San Francisco Municipal Railway 1978 "Bus Rodeo" trials will be held Saturday, July 14.

Contestants will be selected on the basis of competitive skills in driving. Entrants must pass a short safety quiz, a demonstration in getting equipment readied and demonstrate driving skills over a selected road course.

Eligible contestants must, by June 14 have:

(1) worked as a Muni operator for a minimum of 12 months;

(2) worked 11 of the past 12 months as a fulltime operator;

(3) have had no avoidable accident in the 12 months prior to date of application;

(4) have possession of a valid Class I or Class II driver's license and a valid medical certification.

In applying, a driver must give his name, cap number, division, and date of application.

Curtis CG Appointee

Art Curtis, Muni Chief Inspector, has been appointed Senior Enlisted Advisor for the 12th Coast Guard District Reserve program.

Curtis, a Senior Chief Boatswain's Mate (E-8), will act as a liaison between enlisted reservists and the 12 Naval District Command.

★ ★ ★ ★ ★

Adolph Sutro established Clement Street's first streetcar line in the nineties after the Market Street Railway had refused him a California Street franchise. A ride on the line to Sutro Baths cost a nickel.

Muni drivers school tutoring program lauded

Muni drivers and clerical workers who contributed time to tutoring and counseling Benjamin Franklin Junior High School students under the auspices of the San Francisco School Volunteers Corporate Action in Public Schools program "have made an enormous contribution to our youngsters," Joanne Dills, CAP Coordinator, has reported.

"Our students receiving help have shown remarkable improvement in goals and morale," she added.

Coordinator of Muni aspect of the program was Walter Barnes, a Presidio Division operator.

Others from Muni involved were: William T. Rucker, Presidio, a former Muni-Man-of-the-Month; John T. Koehne, platform, Presidio; Michael Cronbach, Planning Division; and Geordis Conoly and Louise Louie, Personnel.

Dills stated: "our principal, Shirley Thornton, wants the best for the pupils, and Muni provides the best."

PROPOSITION 13

P.U.C.'s position

(Continued from page one)

MENT, AND 8-MARKET, the 71-HAIGHT-NORIEGA, 72-HAIGHT-SUNSET, and 66-QUINTARA would be altered to become feeders to the N-JUDAH, 6-PARNASSUS, and 7—HAIGHT lines.

- Elimination of weekend service after foregoing cuts have been made.
- Elimination of late night-early morning "Owl" service.
- Elimination of weekday night service.

Muni employees would be cut in relation to the tax support provided and fare increases required.

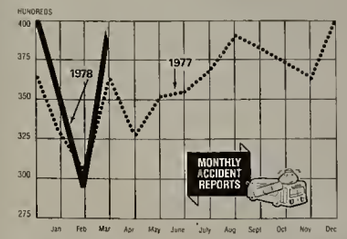
A total Muni shutdown would mean the loss of 2,814 jobs, with only 60 retained for security, maintenance, and planning for restoration of service.

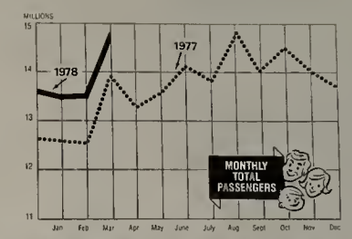
Wage Increases Out

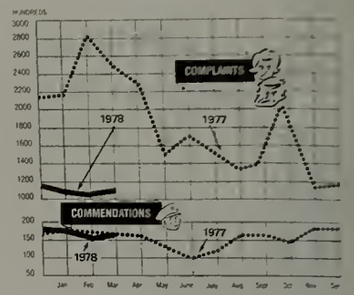
If $20 million in tax support were obtainable and the base fare increased to 35 cents, plus a 10-cent surcharge for peak hours, and 10 cents for seniors, students, and the handicapped — 225 jobs would be lost.

Under most alternatives, contributions to the union trust fund would be suspended, no wage increases would be given, and the rule requiring time and a half for work in excess of eight hours over a 10-hour spread would be suspended.

An "almost imponderable" aspect of the Muni's crisis, Wentz said, would be the time and money required to bring the system back to a satisfactory operating level in the event adequate financing were restored.







OPERATIONAL ACCIDENTS numbered 398 for March — compared to 297 for February, 340 for January. Passenger traffic, at a 13.5 million level each of the first two months of this year, reached 14.9 million in March. (Ridership totaled 14,908,724 for the month). Complaints added up to 1,500 for March, slightly over a low of 1,104 for Feburary. March commendations hit 168, rising above the previous month's total of 154.

Mild Mormon March Muni Man

Melvin J. Wilcox, who operates an N-Judah streetcar in the mornings and a K-Ingleside or L-Taraval afternoons, was named Muni Man of the Month for March.

Wilcox was honored April 28 at Muni's Geneva Division.

Wilcox received his Muni Man citation from John B. Wentz, General Manager of Public Utilities; a $100 check from Paul J. Phillips on behalf of Metro Transit Advertising; and two tickets to a San Francisco Giants game, the day of his choice.

Wilcox, 40, born in Heyburn, Idaho, has been a driver for 16 years. He joined the Navy in 1957, served four years in the Navy as a seaman aboard a troop transport, and was a naval amphibious assault craft instructor until 1961.

Asked to re-enlist he said: "I'd rather dig ditches," adding, ruefully, "that's just what I did after my discharge."

Bears The Brunt

Hired by Muni as a bus operator in 1962, Wilcox worked out of Muni's former Ocean Division for four years, and Geneva Division the past 12 years.

"One-fifth-of-one-percent of my riders can be described as bad," he said, "but the other percentage of good people gives me pleasure in serving them."

This after having had his share of being attacked. "I've been assaulted four times in my 16 years. The first time I was struck and kicked (he has a chin scar from that) . . .

"Then a passenger, who refused to pay his fare, socked me. The ring on his fist gave me a scar behind my left eye . . .

"Then, when I asked a passenger to douse his cigarette, I got kicked in the teeth (a scar under his lip is another souvenir) . . .

"Another time a passenger picked up a wheel block and slugged me on the side of the head with it."

Wilcox, a mild-mannered man who sings in a Mormon choir, remembers his days playing Santa Claus (four years running) for Muni "When they (the passengers) saw me as Jolly Old St. Nick their eyes seem to light up; they smiled and usually said: 'You've made my day,' and THAT made MY day."

FEBRUARY MUNI Man was Harold W. Marquis of Kirkland Division, shown above with his wife, Clydie, residents of the Portola District in San Francisco.

"He's A Winner"

Wilcox has six children: Kathleen Robbins; Walter, 17, a Senior in High School; Melene Sue, 15, a Sophomore and Joseph, 14, a Freshman, and both in High School; William, 11, is a 6th Grader and Greta Elizabeth, 7, is in the 3rd Grade.

Melene runs a 12-minute two-mile: "Baby needed new shoes," Melvin said, "track shoes . . . very special . . . costing $39 a pair. Melene, a melody, is on the move just like Muni is."

"He is just as well liked and respected around the Division as he is by his passengers," said Don Cameron, Geneva Division Superintendent.

"He is a winner."

TROLLEY TOPICS

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John B. Wentz, *General Manager, Public Utilities Commission.*

Curtis E. Green, *General Manager, Municipal Railway.*

Joseph I. Haughey, *Editor.*

Marshall Moxom, *Chief Photographer*

Les Teal, *Assistant Photographer*

Muni passenger revenue figures

Municipal Railway revenue passengers numbered more than 29.7 million during the last three months of 1977, yielding a revenue of more than $6.1 million.

Operating expenses for the last quarter of the year totaled more than $23 million, a net loss of $16.8 million.

Expenses included $375,068 for ways and structures; $1.9 million for equipment; $949,826 for power; $11.3 million for transportation; and $5.9 million for general and miscellaneous.

Advertising revenue derived from Muni vehicles amounted to $143,504; miscellaneous was $2,754.

M-Line Extension O.K.'d

A $667,339 contract has been awarded by the Public Utilities Commission to Homer J. Olsen, Inc., for the extension of the M-Oceanview Line in the Broad Street and San Jose Avenue area for track and sewer replacement and for construction of power facilities.

muni

TROLLEY TOPICS

Vol. 4 No. 4 San Francisco Municipal Railway — *"The People's Road"* April-May, 1978

SAN FRANCISCO PUBLIC LIBRARY

Muni operator is a man who really delivers

Eugene Craft, Cap No. 2693, a platform operator out of Muni's Potrero Division, is a man who really "delivers."

Craft's fellow drivers now call him the "Muni Midwife of The Month" for helping deliver the first baby ever born aboard a No. 8-Market Muni vehicle May 12.

Craft, who attended Galileo High School, City College and San Francisco and San Francisco State, joined the Muni in 1966. Since then he has acquired 28 commendations.

His brother, C.B. Craft, a Muni-Man-of-the Month in 1966, has been with Muni since 1947. He's now an inspector.

Craft was an All-City catcher at Galileo, a Junior College All-American halfback at City College of San Francisco. At S.F. State he was an All-Far Western Conference catcher and played on the school's undefeated football team, the only small college with a perfect record, in 1959.

He has a wife, Rose Marie and a daughter, Romunda Louise, 11, who attends Hamlin School in the Marina.

MUNI "MIDWIFE" OF THE MONTH

— Photo by Clem Albers, courtesy S.F. Chronicle

THE FIRST baby ever born aboard a Muni vehicle recently was delivered by Eugene Craft, a bus driver out of the Potrero Division. Later Craft stopped by the hospital to check on his patients. Craft and the mother, Rita Vasquez Settergren, admire the newborn girl, Starla, seen in an incubator at San Francisco General Hospital

GOVERNOR JERRY Brown (left), his entourage and statewide media persons recently toured San Francisco and Oakland aboard a chartered Muni bus. Here the Governor is being interviewed by a New West *magazine reporter. The tour included a visit to the Rev. Cecil Williams' Glide Memorial Methodist Church.*

"Meet and Greet" Group to Convene

The Muni "Meet and Greet" management team will next meet at the Presido Division July 14, followed by meetings at the Cable Car Division August 11 and Kirkland Division September 8, according to Rod Bartholomew, Deputy General Manager for Operations.

Division superintendents participating include Donald O. Cameron, Geneva; Joseph Crossley, Potrero; Oscar D. Norman, Cable Car; Jimmy Stewart, Presidio; and John F. Virgil, Woods.

All sessions are scheduled to begin at 10 a.m.

Muni "Man" for April — a lady called Clarceen

April's selection for the "Muni-Man-of-The-Month" was — brace yourself — a woman. She's Clarceen Caldwell, who drives a No. 22-Fillmore coach out of the Municipal Railway's Potrero Division. Ms. Caldwell, 31, born on Navy Road in Hunter's Point, is only the fifth woman selected as Muni-Driver-of-The Month since its inception in 1950. The others were: Ethel Rutland (1951), Mary Alice Ball (1953), Julia M. Sheppard nee D'Antignac, (1967), and Ann Marie Whitten (1967).

Clarceen was given her Muni-Driver-of-The-Month award May 19 in a ceremony at the Potrero Division.

She received her citation from John B. Wentz, General Manager of Public Utilities, a $100 check from Paul J. Phillips on behalf of Metro Transit Advertising; a pair of ducats to a San Francisco Giants game (the day of her choice); and U.S. Savings Bonds from Lawrence Martin, President of the Transport Workers Union, Local 250-A, and Tom LaGrone, LaGrone's Insurance Agency.

Ms. Caldwell attended Bret Harte Grammar School, Woodrow Wilson High School and City College of San Francisco. She worked successively at San Francisco General Hospital from 1970 to 1976 as a payroll clerk a billing clerk, and in the department of social services.

Ms. Caldwell began driving for Muni May 19, 1976, because, she said, "driving a bus offered a great challenge, especially for a woman . . .

"Sometimes I feel I bit off more than I can chew, but, generally, it's working out very well."

NEW MUNI employees are now being given weekly "New Employee Orientation" courses at Presidio, in the Spring and Fall. Janice Bell of Community College (left) conducts a class on "Report Writing." Bob Ellison, (right) Muni Personnel and Training officer, greets new employees to the course, which covers such subjects as vacations, leaves paydays, types of civil service appointments, and other subjects. September's Fall program will involve such subjects as improvement in public contact, interpersonal communication, and report writing.

Subway UHF-system given go-ahead

Awarding of two large contracts in the Municipal Railway modernization program were recommended recently by the San Francisco Public Utilities Commission (PUC) — furnishing and installing the new UHF radio system and furnishing fare collection equipment for the Muni Market Street subway.

The PUC urged the City's Purchaser of Supplies to give the radio system contract to Motorola, Inc., of Chicago, lowest of four bidders with a bid of $1,777,082.

It was recommended that Duncan Industries of Chicago be awarded the contract to furnish the fare collection equipment on a low bid of $1,560,669. Duncan Industries was the lowest bidder. Cubic Western Data of San Diego bid $2,635,033.

UHF FOR DIESELS

Motorola will supply 494 radios to equip all 345 Flyer electric trolley coaches and the 100 A.M. General diesel coaches, and to provide 24 spares.

A later grant application to the Urban Mass Transportation Administration (UMTA) is expected to equip all 400 of Muni's large diesel coaches with the new UHF radio equipment.

LES HILL SWEEPS TO NEW HEIGHTS

Les Hill, respected for his conscientious work as a janitor at the 24th and Utah streets Muni complex, and at Geneva and Presidio divisions, has been promoted to assistant custodian foreman at the Woods division.

Muni driver, rider cooperate in crisis

Riders write about Muni drivers very often, but very seldom does a driver write about his passengers.

An exception is a letter from Presidio Operator Gene F. McClain — sent to Mrs. Laurel Rider, The Bryman School, San Francisco, praising Ms. Saint Piazza, a student at the medical and dental assistance training school, for her cooperation in a crisis aboard his No. 21-Hayes bus.

The letter read in part

"When a female passenger collapsed to the floor she (Ms. Piazza) attended the lady who was in great pain . . she nursed the elderly lady until I could call for an ambulance and until the crew arrived

When I left the coach the lady was in shock, and when I returned she had calmed down . .

"In the five years I have been an operator, I have never seen such human kindness exemplified."

It also seems that Operator McCain should take a bow for his action

Rider revenue shows 2.6% gain

Passenger revenue for March 1978 amounted to $2.2 million compared to $2.1 million for the same month of the previous year — a gain of 2.6% — according to Reed Jordan, General Claims Agent.

Revenue passengers for the same month of this year numbered 10.5 million compared to 9.8 million in March 1977, a gain of 239,267 or 11.8%.

The sale of senior East passes rose 14.6%, or to 478,260 for the month compared with 417,450 for March 1977, a rise of 60,810 or 14.6%.

CONQUISTADORES STILL ALIVE

A Bus Driver 'to the Manor-born'

Muni has a gentleman with credentials at least equal to that of a Kentucky Colonel — Charles E. Perea, an operator out of Woods Division.

Senor Perea, who has been with Muni for 12 years and drives a No. 36-Miraloma bus is, among other things:

• a juez comisionado, or a commissioned judge, by order of New Mexico's Lieutenant Governor Robert E. Ferguson;

• a *Colonel, Aide-de-Camp,* ordered recently by the State's Governor, Jerry Apodaca;

• he also holds a certificate of honor for service to the State, a *Hidalgo de Calificada Nobleza del Estado al Servico de Nuevo Mexico,* presented by Ernestine D. Evans, New Mexico's Secretary of State.

Perea is a scion of an old Spanish family, which he claims has been in North America for 438 years — "preceding Sir Walter Raleigh, Captain John Smith and the Pilgrims by about 100 years."

Conquistador ancestry

The reason for the emoluments is that Perea recently presented the world's smallest book, a Gutenberg Bible, 0.13th of an inch square (printed in metal type), to Mayor Hilario Torres of Bernalillio, N.M., In a dedication of the township's library.

(A theological seminary recently sold a Gutenberg bible for $2 million, according to S.F. *Examiner* columnist Guy Wright).

Perea traces his ancestry back to the Conquistadores. A great grandfather, 17 times removed was Juan Garcia de Perea, who was a member of the Francisco Vasquez de Coronado expeditions to the, U.S. Southwest (1510-1554). One of the treks brought him to Bernalillio, N.M. some 17 miles north of Albuquerque.

On one trip sailing back to Spain, in 1571, his frigate the *La Tortuga,* was boarded by Sir Francis Drake aboard the *Pelican* (Later re-named the *Golden Hinde*).

Perea's great-great-grandfather, Colonel Francisco Perea, was born in 1830 in the house of his maternal grandfather, Governor Francisco Xavier Chaves in the village of Padillas, Bernalillio County, N.M.

Stage coach lineage

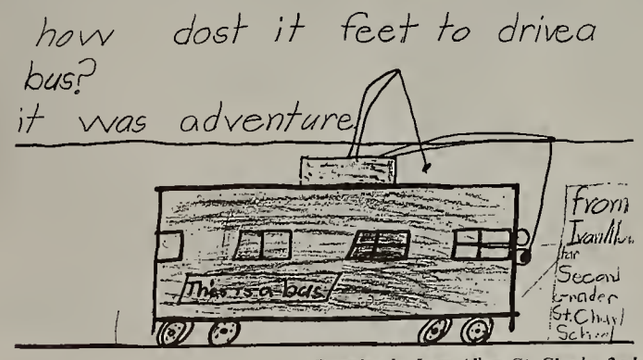
During the Civil War, Francisco recruited many New Mexico residents to fight for the Union. He was a delegate to the 38th U.S. Congress — the first time that State was ever represented at a national convention. He was elected four times to the Territorial Legislature.

Francisco also was sitting near Lincoln the night he was shot in the Ford Theatre.

Perea's great-grandfather, a transportation operator for 57 years, owned the first stage coach line which operated from Santa Fe to Independence, Missouri.

Since the time of Coronado, Cortez and Pizarro, the Spaniards always searched for gold. Today, Charles Perea hunts for old buried treasure troves on his vacation. In the vicinity of Albuquerque, he has unearthed many Spanish artifacts, ancient sabres, helmets, armour and gold coins minted by the Spaniards more than 300 years ago.

"HOW DOST IT FEET TO DRIVE A BUS?"



— Drawing by Ivan Allen, St. Charles 2nd Grade

The kids like THIS bus driver —

If the youngsters from St. Charles grammar school had their way, Robert J. Dominque, No. 33-Ashbury line operator, Potrero Division, would be the "Muni-Man-of-The-Millennium."

Sister M. Carol, the teacher, and 25 of her second grade pupils, expressed their appreciation of his "gentility and courtesy" during a recent incident when his coach was immobilized on Waller Street between Ashbury and Downey Streets.

PROUD OF PAPA — Elizabeth Wilcox, 7, holds up her father's Muni-Man-of-The-Month plaque and a framed congratulatory letter signed by Mayor George R. Moscone. The father, Melvin L. Wilcox, was named the Muni Man for March. He is the father of six children in all.

Sister Carol herself wrote: "He was gentle and cooperative with 25 second graders who asked a million questions as the whys of the breakdown."

The entire class expressed its appreciation in an outpouring of letters and drawings. Some of the quotes (verbatim):

"Thank you for talking to us kindly and I hope you have a buiteful family," Albert Correia wrote.

Courtney Kellogg wrote: "Thank you for letting us spoke to you . . . you have to be intelligent to drive a bus. Do you got daughters and boys? I like you for a friend."

And, Lisa Medina: "Thank you for answering are (sic) questions . . . and for showing us how to ride a bus . . . I feel glad when you answer are questions."

"How does it feet to drive a bus?" Ivan Allen asked, adding: "it was adventure."

Armando Guiulfo wrote: "I'm sorry that the wire broked and forget you. And I think you are intelligent and good . . . come to our school."

Robert J. Domingue, Cap No. 3196, capped it all that day.

A "campanologist"?

JOHN TOBIASSON, Cable Car Division, points out that his division has the nation's greatest collection of "campanologists" — in case you didn't happen to know, an individual skilled in ringing bells.

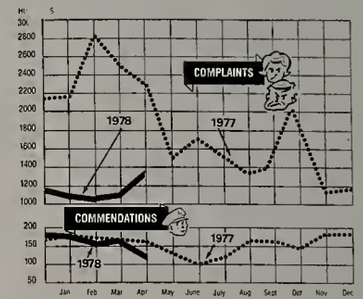
Matoff to attend world conference on urban transit

Tom Matoff, Muni Planner, will attend the International Conference & Exhibition on Public Transport Systems in Urban Areas June 27-30 in Goteborg, Sweden.

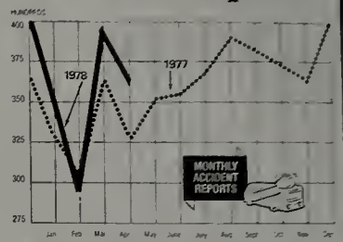
"This trip is NOT funded by the City," Matoff was quick to point out.

Matoff will deliver a paper on Muni's "Five'Year Plan" June 28. During a month-long sojourn in Europe he will visit Prague, Vienna and Budapest to observe European LRVs and also visit the world's largest streetcar factory, Tatra in Czechoslovakia, and the Ganz manufacturing plant in Hungary.

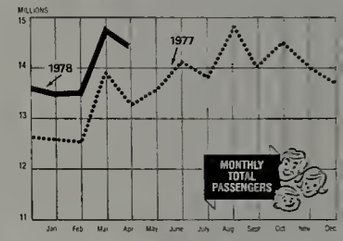
Accident rate decreases in April



COMPLAINTS for April added up to 1,288 compared to 1,500 for the previous month. Commendations for April numbered 133, slipping from the March total of 168.



APRIL's operational accident total was 367, a drop of 31 from the previous month. Cable Car Division led all other divisions in accidentless days — 13 for the month.



REVENUE passenger traffic for April counted 14,483,753 riders, a slight decrease from the previous month's figure of 14,908,724.

Sebastopol 'Byrd' chirps Muni praises

Trolley Topics is proud of a faithful out-of-town correspondent. We frequently hear from little Renard Byrd who lives in Sebastopol. Here's his latest:

"Dear Muni:

"How are you doing? I am fine . . . We took a ride on the buses and took pictures of the buses and bus yard . . .

"And we were happy that the Muni bus driver (was) nice and happy . . .

"I like the new streetcars that San Francisco got, they are nice . . . I am going to miss the old ones . . .

"And that's All for now, Good bye there?. . . Muni you are great you know that you are?" . . .

San Francisco Chronicle Tues., May 23; 1978

That's Me All Over

SOMETIMES the news is good: Dr. Maria Koliscb, who is in her eighties and blind, was trying to locate a bus stop one day last week when a man said to her: "Lookin' for a bus? The Number 44 is stopped one block from here." "Thank you," replied Dr. Koliscb doubtfully, "but a block away? Dear me, I don't think it will wait till I get there." "Yes it will," the man assured her, "because I'm the driver" . . . Let's hear it for Johnny Williams, Cap 3016, Bus 3338!

* * *

ALSO, LET'S hear it for dear old Herb Caen, who has been accused so often of hurling brickbats instead of bouquets.

LES TEAL AWARDED S.F. STATE DIPLOMA

Les Teal of the Muni Photo-Lab has been awarded a San Francisco State University Bachelor of Arts Degree in Industrial Arts, achieved after many after-work night-time hours of application.

Teal also holds an associative science degree and a teacher's credential in photography.

His career includes stints for the U.S. Air Force, the U.S. Army, U.S. Navy, and work in crime investigative photography.

Power Improvement Program — a $52-million item

Muni has TIP, TEP and SIP (Transit Improvement Program, Transit Equipment Program and Systems Improvement Program, respectively).

Curious as to what is going on in PIP (Power Improvement Program)? it is a $52 million element in the system-wide modernization of Muni.

The Market Street subway, Twin Peaks Tunnel, and Sunset Tunnel have brand new electrical systems. Among other things several new substations have been built.

Here are a few other current happenings, as listed by Oral L. Moore, Hetch Hetchy who's department is responsible for the new electrical Muni:

• Low bid of $576,990 submitted by L.K. Comstock Co. for converting J CHURCH overhead electrical system from Duboce Avenue to 30th Street to pantograph operation.

• Public Utilities commission awards $1,020,000 contract to Moore Construction Co. for building new Bryant Substation and Power Control Center and installing equipment.

• PUC awards $220,000 contract for installing equipment in new West Portal Substation to Emil J. Weber Electric Co.

• Two 3,000 kilowatt transformer-rectifier units placed in service in new Carl Substation, supplying power to N JUDAH line from 9th Avenue to Church and Duboce, including Sunset Tunnel.

• New San Jose Substation placed in service March 15, with the 4,000-kilowatt transformer-rectifier unit supplying power to the new Muni Metro Center and streetcar lines on Ocean Avenue.

• On March 16 the 12,000-volt electric service connections completed at new Randolph Substation, and the 3,000-kilowatt transformer-rectifier unit energized. This substation will supply power to the M OCEANVIEW line when the current rerailing project is completed.

• Work is virturally completed on feeder cable connections to transfer circuits and loads from the old Turk Substation to the new Fillmore, Carl, and Church Substations.

With completion of work in Phelan Loop area, $249,000 contract for converting K INGLESIDE line overhead electrical system for pantograph operation will be finished.

A closer look to be taken at the Muni's '5-year' plan

Within the next few months, San Francisco's Public Utilities Commission will take a closer look at the Muni "Five-Year Plan."

Prepared for the Planning, Operations and Marketing Study (POMS) by the consulting firm of Wilbur Smith & Associates, the study is considered "the most comprehensive analysis ever made of Muni operations."

The plan proposed a radical restructuring of bus and trolley coach routes, with citizens having their say in "Town-Hall" meetings all around the City.

The route change proposed, if implemented with the introduction of Muni Metro service beneath Market Street, is expected to result in an additional 54,000 riders per-day — paying $2 million dollars in fares annually.

It will mean more effective use of existing vehicles, drivers and hours of service.

Muni's present route structure has remained virtually unchanged for about 30 years, the study points out. Routes acquired by Muni, established by previous private transit companies, were simply continued. As a result, existing service is overlapping, duplicative in some areas and insufficient in others.

Implementation of a modified grid system of service is recommended, which would enable riders to travel from any point in the City to any other point with only a single transfer needed.

Ths could be accomplished by diverting some commute runs to a sequence of "L"-shaped routes running from the northwest to the southeast area of the City.

With feeder-service provided to BART and the Muni Metro — enabling commuters to get to work faster than at present — the peak period capacity would not suffer.

SPUR's Transportation Committee, in reviewing the 270-page POMS draft, said that, although "it is generally impressed with the calibre and thoroughness of the study" that it did "find several shortcomings."

These included a need for:

- additional data to determine off-peak transit demands and the possibility of attracting current non-users to Muni;
- inclusion of proposals for improving transit service along The Embarcadero consistent with the waterfront plan.
- inclusion of recommendations to upgrade Muni's public information and marketing programs;
- an in-depth study of transit delay causes, involving use of "transit preferential streets" for improvement of service.

"By far the most important recommendation in the POMS report is the formal adoption of the goals, standards and criteria for service," SPUR said.

SPUR declares that it is "concerned that vehement protests by a few citizens, who will be modestly inconvenienced by proposed route changes" and "who might convince the Board of Supervisors that it should not implement the new route system."

WELCOME ABOARD

NEW HIRES (Miscellaneous) APRIL 1978

Adapon, Felix F.	TCS	7309 Car & Auto Painter	Muni Metro
Burge, Herman E.	Perm	7454 Traffic Signal Opr.	Cable Car
Butori, Kenneth M.	Perm	7355 Truck Driver	Track
Darrimon, Ed	NCS	7309 Car & Auto Painter	Muni Metro
Decker, Robert	NCS	7344 Carpenter	Woods
DeNatale, Roy	NCS	Elec. Trans. Serv.	Equipment
Goldstein, Phillip	NCS	Security Guard	Security
Hodges, Frank P.	TCS	7390 Welder	Track
Jones, Henry Lee	NCS	7514 General Laborer	Cable Car
Lee, Raymond Lim	Perm	7409 Elec. Trans. Serv.	Muni Metro
Lovelace, Rick V.	NCS	7309 Car & Auto Painter	Muni Metro
Magann, Carl E.	NCS	7319 Elec. Motor Repr.	Equipment
NG, Wilman	NCS	Elec. Trans. Serv.	Equipment
O'Brien, Dennis J.	NCS	7410 Auto Serv. Wkr.	Woods
Prisco, John R.	NCS	8202 Security Guard	Security
Romero, Marty	NCS	7409 Elec. Trans. Serv.	Equipment
Savaros, Alexis W.	NCS	1406 Senior Clerk	Woods
Van Wambeke, Kenneth	NCS	7409 Elec. Trans. Serv.	Equipment
Williams, Algernon	NCS	7409 Elec. Trans. Service	Equipment
Zimmerman, William. E.	NCS	7409 Elec. Trans. Service	Equipment

(Legend: TCS - Temporary Civil Service; NCS - Non-Civil Service)

SHIFTING GEARS

MISCELLANEOUS PERSONNEL APRIL 1978

Baggetta, Frank	7152 Trans. Equip. Supt.	Perm From NCS 7152	Equipment
Bogard, Robert C.	9110 Fare Coll. Rec.	Perm From TCS 9110	Revenue
Bryant, Freddy A.	7540 Track Maint. Wkr.	TCS From Perm 7514	Cable Car
Lee, Raymond Lim	7409 Elec. Trans. Serv.	Perm From TCS 9409	Muni Metro
Lent, Alfred W.	7409 Elec. Trans. Serv.	Perm From TCS 7409	Presidio
Miller, Roland	7410 Auto Serv. Wkr.	NCS From Perm 2708	Woods
Relojo, Medodias	8226 Museum Guard	TCS From TCS 8202	Security
Standing, Thomas H.	5204 Asst. Civil Engr.	NCS From Perm 5202	TIP
Tabor, Gerald	9163 Dispatcher	To Permanent	
Wimberly, Rosie	1444 Clerk Steno	Perm From NCS 1444	Handicap
Woods, Jerome	7251 Track Maint. Supvr.	From Public Works	Cable Car

CETA PERSONNEL

Brown, Malcolm B.	7544 Carpenter Transfer to Public Works
Chang, Walter	7426 Elevator Operator Accepted 2708-Tax Collector's Office
Collier, William	9110 Fare Collection-Rec. Disability Transfer

TRANSIT OPERATORS APRIL 1978

Austin, Carlos	Presidio
Burford, James	Kirkland
Candida, Horacio	Potrero
Carillo, Carlos	Kirkland
Clinton, Harry	Kirkland
Daniels, Patricia	Presidio
Garner, William R.	Kirkland
Quintanilia, Robert N.	Potrero
Redmond, Raymond	Potrero
Robins, Madeline	Presidio
Sheppard, Ray M.	Potrero

PLATFORM RETIREMENTS

Fournier, Leo	4/5/62 to 4/10/78
Nash, William	10/27/55 to 2/1/78
Nevious, Carroll	1/23/57 to 4/26/78
Southworth, Eugene	9/25/47 to 4/24/78
White, Jerry	11/14/60 to 2/1/78

MISCELLANEOUS RETIRED

Angeli, Louis	9182	4/18/78	36 years
Knight, Frank	9116	3/1/78	10 years

Muni Metro Rail Center

— *Photo by Peter Straus, Transit Planner*

San Francisco Municipal Railway's $16 million Muni Metro Rail Center features heavy and running bays, a completely modern machine shop with other shop-support facilities.

The facility, at 2200 San Jose Avenue, in an area bounded by Geneva, San Jose and Ocean Avenues and BART's Balboa Park Station, is designed to house the new fleet of Standard Light Rail Vehicles (LRVs), expected to be delivered in late 1978 or into 1979 by Boeing Vertol. It also contains a maintenance and cleaning operations department and a terminal for the "K"-Ingleside and "M"-Oceanview lines. These lines will interconnect with BART's Balboa Park Station.

In addition, repair service is performed on all present streetcars, the J-Church, K-Ingleside, L-Taraval, M-Oceanview and N-Judah lines, in Metro Center's 108,000 square-foot shop building.

Metro Center, which will house some 100 LRVs, contains some 12,530 linear feet of track (or 2.4 miles).

The shop building included offices for supervisors and foreman, storerooms, a machine shop, overhaul shop, electronic shop, electrical motor repair shop, paint shop, carwash facilities, car-cleaning operation, fare collection service and running repair shop facilities.

Service tracks give access to cleaning, sanding, fare box coin extraction and washing facilities.

The Metro Center has been designed to provide counter-clockwise operations throughout the plant, thus eliminating all backup.

In clearing the grounds for the new facility, the Ocean Division diesel bus facilities were moved to the new Woods Motor Coach Center, 22nd and Indiana Streets, and the structures were demolished in July 1975.

Elkton Shop, built in 1907 on what was once a truck-farming area, had its internal shop facilities transferred to the new Muni Metro Rail Center prior to the razing of the old wooden-frame building in June 1977.

The area once occupied by the Elkton Shops is now a storage complex for the

A Muni terminal adjacent to the BART Balboa Park Station has been constructed. It will accommodate the K-Ingleside and M-Oceanview lines, and will permit a direct across-the-platform transfer of BART and Muni passengers. The M-Line extension is a mile-long — a two-mile extension of the J-Church line to the Muni Metro Center is planned.

The latter route will become a full service line, substantially cutting down "dead-head" time; thus, Muni will be a "total flexibility" system.

Among other features, the Muni Metro Rail Center has a water-recycling system for washing rail equipment and a waste-treatment plant.

Enhancing the appearance of the grounds, about three-fourths of an acre is committed to open space and landspacing surrounding Carroll Barnes' dramatic metal art sculpture piece.

Face-lifting in offing for the cablecar system

San Francisco's cable car system is approaching a $10 million rehabilitation program.

Even though the cable cars will reap the benefits of today's technology, they will retain their bonds with history, said Claire Pilcher, Vice President of the City's Public Utilities Commission (PUC).

She said that the $300 million program for modernizing the Municipal Railway has goals for increased operating efficiency and greater safety. She made it clear that the 104-year-old cable car system is included in the program.

During a recent news conference in the storage yard of the Cable Car Barn, attended by Mayor George R. Moscone, the PUC introduced its new Cable Car Advisory Committee to give a "citizen touch" to the improvement program — and to make sure the "historical distinction" of the cable cars remains untouched.

Attending the conference was P.Q. Chin, President of the San Francisco engineering firm of Chin and Hensolt, which has been retained to develop plans and specifications for the rehabilitation program.

Chin's cost estimates will be submitted to the Urban Mass Transportation Administration (UMTA) in applying for a Federal grant of 80% of the cost.

The study will include rebuilding of the Cable Car Barn and improvement of its mechanical and shop features and operators' facilities. An important part of the study, Commissioner Pilcher said, is an evaluation to improve the "functional usefulness" of the underground cable machinery.

TROLLEY TOPICS

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John B. Wentz, *General Manager, Public Utilities Commission.*

Curtis E. Green, *General Manager, Municipal Railway.*

Joseph I. Haughey, *Editor.*

Marshall Moxom, *Chief Photographer*

Les Teal, *Photographer*

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TROLLEY TOPICS

San Francisco Municipal Railway — *"The People's Road"* June-July 1978

SAN FRANCISCO

PUC dubious about accepting LRV deliveries

The Public Utilities Commission is "gravely concerned" about accepting delivery of 100 Boeing-Vertol Light Rail Vehicles because of "so many design and hardware deviations "from specified orders," according to John F. Henning, PUC President.

The first Boeing-LRV (Boeing Vertol is a subsidiary of Boeing, the aircraft firm) is scheduled to be delivered in mid-August for a 30-day test period, a prerequisite for acceptance by the PUC and San Francisco Municipal Railway.

"Our views with respect to these substandard performance areas have been reflected to you continuously," Henning wrote Howard N. Stuverude, President of the Boeing Vertol Company in Philadelphia. "Specific responses were sought as late as June 23, on your intentions to satisfactorily resolve the 12 most serious operational times . . . responses in terms of problem recognition and acceptance of responsibility have been unsatisfactory in areas including railwear, doors and traction motors."

Corrections demanded

Along with the letter was included a "Summary of Customer Open Items," — a 50-item list of headaches that Boston has encountered with its LRVs and which The City wants corrected before accepting its first LRV car.

The message to Boeing Vertol is clear: "No vehicle will be accepted unless the specifications are fully met and until the cars are up to worldwide recognized transit standards."

In Boston, the Boeing cars are now two years behind schedule, having required 70 to 80 modifications — all at Boeing's expense.

Boeing, which never tried mass production of vehicles for surface transit before, is manufacturing the first American streetcars since a St. Louis firm ceased making them in 1952.

'79 run on N-Judah

The LRVs are scheduled to be used in June of 1979 on the N-Judah line. The first 80 cars, purchased under a contract signed in 1973, cost $320,000 each. The last 20 cars, bought under a later contract amendment, will cost $350,000 each.

If San Francisco accepts the Boeing fleet, it will replace 115 streetcars built between 1946 and 1952. The new cars will run in Muni's new subway, which runs above BART under Market Street.

Henning stressed that the PUC "will neither receive nor direct shipment of any vehicle that does not meet the contract specifications."

The Market Street $3.5 million subway signal-system is being constructed by Wismer and Becker Corporation. The system is expected to be ready for delivery in September "and it is necessary that an LRV be available to test and accept the system," Henning said. "Since integration of LRV operations and the signal system is so essential, it is mandatory that the requisite tests be performed."

RECIPIENT of a week's vacation in Hawaii (all expenses included) for winning the 1978 Muni Cable Car Bell-ringing championship was Carl Payne, shown holding a handcrafted cablecar model. Surrounding him are Cable Car Queen for '78, Darlene Woodrich (left); Vera Annalore, 2nd runnerup; and Kristine Buchner (right), first runnerup.

Subway project complete

Electrification of the Market Street Muni railway subway sector from the Embarcadero Station to the Duboce Portal, costing $120,114, has been completed, according to Rino Bei, Program Manager of the Muni Power Improvement Program (TIP).

ADOLPH SUTRO opened an electric line in 1896 which operated from Presidio Avenue to his famed Baths & Museum (upper picture). A Sutter Street Cable Car Line transfer plus five cents got you there. The gabled French Chateau-type Cliff House (background) was destroyed by fire in the early 1900's. Below is the 4th, Ellis, O'Farrell and Divisadero streets electric car (circa 1905), seen at Ellis and Taylor streets — a United Railroad vehicle.

S.F. TRANSIT HISTORY — Part III

When streetcars were "run by lightning"

San Francisco's first electric streetcar line, the San Francisco & San Mateo Railroad Co., began operations in 1891. The line, founded by Behrend and Isaac Joost, was routed from Steuart and Market Streets to Daly's Hill (now Daly City) via Steuart, Harrison, 14th, Guerrero and Chenery Streets to San Jose Avenue — and later extended to Holy Cross Cemetery. A few months afterwards the Metropolitan Railway opened up a route from Market to Golden Gate Park via Eddy, Hyde, O'Farrell, Scott, Fell, Baker, Page, Clayton, Waller streets to 9th Avenue and H-Street (now Lincoln Way)

From the outset cable car and horsecar lines fiercely opposed "cars run by lightning"

Gossip had it that trolleys "forced electricity into the ground, subjecting water pipes to a destructive corrosion called 'electrolysis'"

It also was contended that blue sparks flashing from trolley poles were injurious to eyesight

Fear of thunderbolts

One writer commented "Everyone knew how telephones could become worthless whenever a trolley was running nearby and how, during storms overhead wires invited thunderbolts that could easily incinerate foolhardy riders"

1893 saw San Francisco's first major consolidation of existing railway companies when the Southern Pacific Railroad organized the Market Street Railroad Company

The new company annexed all lines in the City except the electric railway to Daly City and the Sutter, Geary, California and Union Street cable lines. The Market Street Railway then converted many of the old horse and cable railways to electric traction and constructed many new electric lines.

The Sutro electric lines — from Presidio Avenue out California and Clement streets to Adolph Sutro's world-famed baths and museum near the Cliff House — began operations in 1896, adding a branch line along 8th Avenue to Golden Gate Park.

United Railroads formed

Another consolidation in 1900 saw the $1.2 million purchase of the San Francisco & San Mateo system by the "Baltimore Syndicate" — resulting in the forming of The United Railroads. The company took over control of all City railroads March 18, 1902, with the exception of the California Street Cable, the Geary Street Cable and the Presidio & Ferries Railway.

After the Fire and Earthquake April 18, 1906, the railway company was granted a permit by the Board of Supervisors for installation of overhead wires on Market Street and given permission to convert the Sutter Street and 9th-Polk-Larkin lines to electricity

Public criticism provoked

The action provoked a great wave of public criticism levelled at the United Railroads, the City's mayor and the supervisors

United Railroads, however, proceeded to electrify all of its cable lines except Powell Street, Sacramento & Clay and the outer segment of the Castro line (from 18th to 26th Street) — these lines deemed too steep for electric traction at the time

WHEN MORNING BECAME *ELECTRIC*

SPIDERY "PANTOGRAPH", and all — above is one of the first electric cars used in San Francisco, H. Casebolt's Elevated Railway.

THE STREETCAR called "San Francisco" (above) was built by the St. Louis Car Company in 1901 as a Market Street Railway "party car." Later, ironically, it was used to transport hospital patients on city tours. It was also used as a school car to transport public, parochial and private school children to and from any point on the company's line free.

Max M. Bedel, Muni's "Numero Uno" transit operator, retires

Max M. Bedel — Cap No. 1041 and *Numero Uno* among Muni's transit operators — has retired. Max's seniority with Muni stems from January 1939, and he has been with Muni continuously since 1953. Muni-Man-of-The-Month in 1972, he was a runner-up for the honor six times and holds 55 commendations.

His last days of service were with the No. 16-Noriega Express (Bus 3070), where he won the affection and respect of innumerable Sunset District residents.

He was born January 2, 1917, on Paul Avenue off San Bruno Avenue and brought up by Russian-born parents on Florida Street in the Potrero District. Max attended the Bryant Grammar School and Horace Mann Junior High School. In 1936 he became a shopman and then a conductor for the Market Street Railway.

CONGRATULATING MAX BEDEL upon his retirement as a Muni operator is Sam Barone (right), who now takes over his position as Muni's oldest driver in number of years served.

"Machine-gun Max"

From 1943 through 1948 he served as an Army machine-gunner in the European Theatre of War.

In 1948 he became a conductor at the Potrero Division, moved over to the Presidio Division and transferred to the then-Ocean Division as a bus operator.

He was recalled by the U.S. Army in 1950 and served in its Korea counter-intelligence office. He returned to Muni as a conductor in 1953 and then became an instructor.

That year he was transferred to the Army Reserves as a Master Sergeant/First Sergeant.

"Volunteer" Role

Max's vivacious wife Anne was born in Darmstadt, Germany. His daughter, Heidi, 19, is a secretary with a savings and loan association. Michael, his son, 30,is a truck driver who operates out of Hayward. A twin brother, Benjamin, is a San Francisco news vendor at the Greyhound Depot. His son's godfather, Cyrus Palmer, spent 17½ years driving Muni streetcars and cable cars.

Max will still be around as a Muni "volunteer" worker in the Claims Department, another first for him.

Max's proudest statement:

"No one in Muni ever has said a bad word about me."

Max's godson, David Hadfield, a Cupertino High School basketball forward, has signed a letter of intent to enroll at the University of San Francisco this Fall.

Doug Norberg wins Muni's bus 'Roadeo'

Douglas C. Norberg, Kirkland Division operator, was the winner of the Municipal Railway's third annual Bus "Roadeo" held July 15 at the Cow Palace.

Norberg scored 418 points out of a possible 505. Second was Cleon Fleming, Woods Division, 387 points; and third was Kermit J. Arnold, Geneva Division, 382 points.

Douglas Norberg

The 1978 Muni winner will participate in the third American Public Transit Association (APTA) Roadeo, in Toronto, September 26. More than 75 top transit system drivers from the U.S. and Canada will compete in the finals.

CABLE CAR: Delmar Brown, Charles Regan, Domingo Williams.

GENEVA: H.R. Alexis, Kermit J. Arnold, Fred F. Barba, Stuart Brinin, Jessie Carr, James A. Gallagher, Lonnie Moore, Philipp Weaver.

KIRKLAND: Donald L. Brown, Emerito L. Cunanan, Warren E. Foster, Ernest C. Graves, A.B. Howard, James R. Kaufman, Leroy Kelly, Charles Malone, Douglas Norberg, Nelson A. Pino, Melvin Smith, Franklin R. Troutman, and Lesley Wilmer.

PRESIDIO: Delmas Allen, Delaney W. Armstead, Weston F. Hatch, Willie L. Henderson, Robert L. Janack, Richard J. Jepson, Thomas R. Martinez, Merlin Porter, W.T. Rucker, Curtis Taylor, and M.M. Taylor.

POTRERO: Fred Hartsinck, Jr., Milton L. Johnson, Alex Kouyoumdjian, Pacifico Paculba and William Valentine.

WOODS: Cyrus K. Afalava, Charles W. Bankhead, Ray Bianchi, James Byrd, Clarence A. Chiles, Ronald V. Easter, Cleon Fleming, Lake Green, Ronald D. Haren, Ernest E. Hayles, Arthur Hudson, Samuel M. Joseph, Jr., Clyde E. Jones, William E. Lawrence, Oreste Landi, David Longa, Willie McCoy, Harvey Morgan, Douglas Parr, Charlie K. Prater, Orange Richardson, James Riley, Victor Shakir, Demaster Survine, Robert L. Vernon and Theodis Wilson.

Oldest operator in service now is Sam Barone

Replacing Max Bedel as Muni's longest employed transit operator is Sam Barone of Kirkland Division, Cap No. 1046. He joined Muni as an operator in 1939.

Barone was born at 2914 Larkin Street May 12, 1919. He attended Sarah B. Cooper Grammar School, Francisco Junior High School and Galileo High School.

Prior to joining Muni he worked as a structural steelworker on the Golden Gate Bridge.

Bargone and his wife Aida recently celebrated their 35th wedding anniversary by taking a trip to the Caribbean. He has a son, Joseph, 15, who attends St. Ignatius High School.

Ceremony held in honor of 11 Muni operators

Retirement ceremonies were held Friday, June 30 for 11 transit operators at the Kirkland and Potrero Divisions.

Drivers honored:

Samuel E. Ford Kirkland

"An outstanding employee," according to division superintendent Ronald E. Gilmore. Ford holds a 10-year safe-driving award. Employed 10/31/47. Retired 3/1/78.

Leo J. Fournier Potrero

Retired 4/10/78 after 31 years. Hired 4/17/47.

Lambert G. Glaspie Cable Car

Served 17 years as a gripman. Hired in 1960. Retired 1/1/78.

Robert F. Leithold Potrero

Hired 9/6/49. Retired 2/11/78. Received a 12-year safe-driving award in 1973.

Hughes Menifee Potrero

Hired 9/5/45 and retired 2/15/78.

Harry L. Matthews Kirkland

Numbers many commendations. Employed 1/21/74. Retired 2/1/78.

William G. Nash Kirkland

"An excellent work record." Commended by Curtis E. Green, Muni Manager, for "his quick action and alertness in rousing tenants from a burning building at Geary and Divisadero" (8/7/75). Employed 10/31/55.

Carrol J. Nevius Geneva

Joined Muni in 1956, retired 4/26/78. Worked out of Potrero most of his 23 years.

George Pechina Woods

Received safe-driver award in 1974. Employed July 5, 1949. Retired February 15, 1978.

Jerry White Kirkland

Received 12-year safe-driver award 4/15/78. Employed 11/15/60. Retired 2/1/78.

Harvey R. Smith Woods

Was a temporary inspector for five years. Instructed more than 300 students. Received a 16-year safe-driver's award. Employed March 26, 1947. Resigned May 24, 1950. Returned July 11, 1952. Retired February 24, 1978 (disahility).

ON THE MOVE

MISCELLANEOUS PERSONNEL MAY 1978

Avila, Samuel A.	7306-TEMP	to TCS-7306	9 15 77
Bolton, R.T. Jr.	7409-TEMP	to PERM-7409	4 27 78
Canepa, Fernand F.	7249-TEMP	to PERM-7313	12 31 77
Cowan, Patrick L.	9110-TEMP	to PERM-9110-PT	4 3 78
DeNatale, Roy	7409-TEMP	to NCS-7410	4 25 78
Grant, Edward J. Jr.	7380-PERM	to 7216-PERM	5 16 78
Green, Seth D.	9194-TEMP	to 9194-PERM	5 9 78
Jentzsch, Richard W.	7379-TEMP	to TCS-7409	4 25 78
Jentzsch, Wally C.	7390-TEMP	to TCS-7409	4 25 78
Lam, Benson Y.	7409-TEMP	to NCS-7409	5 10 78
Lee, David K.	7409-TEMP	to 7409-PERM	5 17 78
Lee, Raymond L.	9409-TEMP	to 7409-PERM	4 25 78
Micoutine, Anatole	7409-PERM	to NCS-7379	9 13 77
Miller, Roland	2708-PERM	to 7410-TEMP	7 2 78
Newton, Fred Jr.	7379-TEMP	to 7409-PERM	5 10 78
Ng, Wilman	9409-TEMP	to NCS-7379	4 25 78
Rigler, Craig S.	9110-TEMP	to 9110-PERM	4 30 78
Williams, Algernon	7409-TEMP	to 7410-Req.	4 25 78
Zimmerman, William E.	7409-TEMP	to NCS-7409	4 25 78

WELCOME ABOARD

NEW HIRES (Miscellaneous) MAY 1978

Awetu, Tamerat	7379-Transit Mechanic	Muni Metro	5 24 78
Bermudez, Guillermo	7387-Upholsterer	Equipment	5 8 78
McDaniel, Charles	7379-Elec. Trans. Mech.	Equipment	5 31 78
Tom, Jack F.	7346-Painter	Potrero	4 17 78
Wong, Samuel Jr.	2708-Custodian	24th-Utah	4 13 78

SHIFTING GEARS

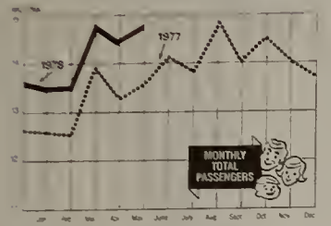
MISCELLANEOUS PERSONNEL MAY 1978

Bolton, R.T. Jr.	7409-Elect. Trans. Serv. Wrk.	From TCS-740 to Perm.
Cisneros, Mario M.	7346-Painter	From other City service
Criss, V.C.	2708-Custodian	Previous other city service
Ehni, Albert	7242-Painter Supv. I	From Perm. 7346
Faulks, Edna	1630-Account Clerk	From other City service
Franklin, Elijah	7306-Auto Body & Fender	From NCS
Grant, Edward J. Jr.	7216-Elec. Trans. Shop Supvr.	From Perm.-7380
Green, Seth D.	9194-Trans. Sch. Analyst	From TCS-9194 to Perm.
James, Jesse	7410K-Auto Serviceman	From S104-Motorman
Lee, David K.	7409-Elect. Trans. Serv. Wrk.	From TCS-7409 to Perm.
Mendoza, Jose A.	7381-Automotive Mechanic	From EMP REQ.
Newton, Fred Jr.	7409-Elec. Trans. Serv. Wrk.	From NCS-7379-Perm.
Rigler, Craig S.	9110-Fare Coll. Rec.	FT Temp. to P-T Perm.
Scott, Theodore B.	7346-Painter	From other City serv.
Steele, Clifford J.	7381-Automotive Mechanic	From EMP. REQ.

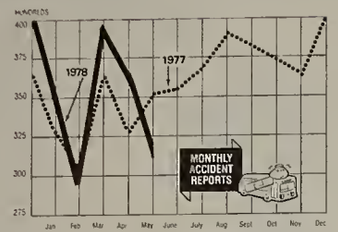
MISCELLANEOUS RETIREMENTS

Chatman, Olivia L.	9102-TEMP	8/4/77 to 1/22/78*	Masino, Louis L.	7381-PERM	9 16 51 to 3 15 78
Donahue, Walter E.	7381-PERM	1/24/74 to 12/2/77	Perazzo, Harold J.	7379-PERM	9 16 46 to 4 29 78
Holland, William T.	7379-PERM	1/6/59 to 4/1/78	Schach, Edward J.	7379-PERM	8 6 51 to 3 31 78

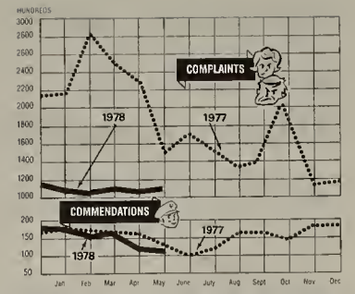
Accident rate plummets in May



TOTAL PASSENGER traffic for May amounted to 14,792,253, a slight increase from the previous month's figure of 14,483, 753 riders.



OPERATIONAL ACCIDENTS for May plummeted dramatically to 319 from the previous month's total of 367. May traffic accidents numbered 269, passenger accidents 50.



COMPLAINTS for May amounted to 1,596, a rise, 308 more than for the previous month. Commendations for May numbered 308, a slip of 24 over the prior month.

Muni now "seeing the light at the end of the tunnel"

Muni is now "seeing the light at the end of the tunnel" in its $300 million "face-lifting" program. Now well underway, and about three-fourths completed, is the rerailment of some 56 miles of track to make way for the advent of the LRVs sometime next year.

Also nearing completion are two major facilities — the $16 million Muni Metro Rail Center and the $14 million John M. Woods Motor Coach Center.

Changes resulting from Muni's sweeping improvements are expected to provide greater interconnection service to the City's high-traffic points.

Ridership Should Grow

The arrival of 100 LRVs next year — each costing $319,000 — will increase ridership to an estimated 12 million passenger trips annually in-and-out of San Francisco, hub of the Bay Region's burgeoning population of some 5½ million persons.

Muni now operates some 1,002 vehicles over 76 lines, yielding a daily total of some 486,600 paying patrons daily — this includes 115 streetcars, 505 auto coaches, 353 trolley coaches and 39 cable cars.

Capacity Increase

Boeing Vertol's LRVs are 71 feet long and have three sets of double doors on each side; the middle two doors have high-low steps with warning bells indicating changing of height.

Each LRV weighs 67,000 pounds. The cars are bi-directional and "articulated" in the middle. Each car seats 68 persons and has a total capacity of 219 passengers (seated and standing).

Memorial Plaque

A memorial plaque dedicated to the late Mike Wynkoop of the Cable Car Division by the Cable Car Friends has been permanently affixed to Cable Car No. 60.

Upswing seen for ridership and revenues

Nearly 160 million (precisely, 159,356,666) passengers rode the San Francisco Municipal Railway during the fiscal year of 1976-77, according to Curtis E. Green, Muni General Manager.

This was an upswing of 11,229,047 from the previous fiscal year.

Revenue passengers for the fiscal year, 1976-77, numbered 112,733,187, up by 7,882,362 from the prior period.

Muni's greatest passenger volume was 248,630,182, in 1950-51. The greatest year for revenue passengers was the same year, 182,536,653.

"With the coming of the LRVs (Light Rail Vehicles) in 1979, we expect a tremendous surge in ridership," Green said.

Diligent fare-collecting urged

Because of strict budgetary constraints now being placed upon the Municipal Railway it is now more important than ever that each and every passenger who boards pays the proper fare.

Fare box revenue helps pay the salaries of operating personnel and helps sustain our current level of service. Thus this reminder that fare must be properly collected from each passenger. Also, it will be the responsibility of management persons to support the operators to the maximum degree possible.

Should a disagreement occur over fares or transfers employees should immediately contact Central Control for assistance. It will be Central Control's responsibility to see that help is immediately provided.

In the event police assistance is needed to have a passenger ejected Central Control should be called. No arrests should be made unless authorized by higher authority.

When a dispute arises between an operator and a young child, an obviously enfeebled person or an individual unable to care for himself, no ejection is to be made. Employees simply make a report of the circumstances indicated the person's name and address.

Your utmost cooperation and understanding are appreciated.

CURTIS E. GREEN, *General Manager*

John M. Wood Motor Center

The $14 million John M Woods Motor Coach Center, encompassing 8½ acres bounded by 22nd Street on the north, 23rd and Tubbs Streets on the south, Minnesota and Tennessee Streets on the east and Iowa Street on the west is out Third Street at the foot of Potrero Hill.

The facility provides maintenance for the San Francisco Municipal Railway's entire diesel bus fleet. Across from 22nd and Indiana streets are light maintenance facilities, a new headquarter's building and a storage yard.

The Woods' Center also houses a maintenance and repair shop, service lines, a cable car shop, an operating division and a bus storage yard.

The facility, which makes possible an astonishing number of functions, is considered to be one of the most modern structures of its type in the nation.

Included is a shop for building and the rebuilding of Muni cable cars, a carpentry shop, central-core storage systems on the first and second floor shop areas, and an up-to-date supply and spare parts department.

The cable car shop also contains vacumatic removal pipes which convey sawdust to a chamber beneath the building.

The service building contains a service line where buses turn in after ending their runs, first passing by an automatic vacuum fare-removal station.

After being inspected by pit floor mechanics, vehicles then are moved to the service yard for an automatic washdown. The subsurface of the service yard contains a network of fuel tanks and lines.

The Keene Room contains a vault in which coins, automatically sorted by denomination are readied for conveyance by an armored truck to the Muni headquarters at Presidio Division.

Buses are prepared for painting in the painting preparatory room, and painted and dried in the painting chamber.

Prior to painting, damage to vehicles is repaired in the body shop, upholstery in the upholstery shop.

There also are rooms for battery-charging; farebox repairing; general parts storage; brake reconditioning; a parts-solvent and steam-room for cleansing and repairing parts; an engine-disassembling room; a dynamometer control area; a sound-proof chamber for testing engines and for power-delivery after overhauling; a welding room; a room for steam-cleaning of the entire coach body; a room for rebuilding injectors (which meter diesel fuel into combustion chambers); blower assemblies, transfer-pumps and a Jacob-brake room.

The chassis dynometer room measures power delivered by the engine to driving parts and forces and stresses on the coach body. Other rooms are for parts-receiving, alignment and body racks, aligning and straightening of frames, and alignment of front axles. Also included are a freight elevator, supervisors and administrative quarters, lockers, and a lunch room.

70-Lake Merced to combine with Stonestown line

A new 70 LAKE MERCED Municipal Railway line that will combine that existing 70 line and the 91 STONESTOWN line has been approved by the San Francisco Public Utilities Commission.

Operating from a terminal at Fleishhacker Zoo, the 70 would take over the 91's function by connecting Stonestown and San Francisco State University with the Daly City BART station.

It would serve residents along John Muir Drive, Lake Merced Boulevard, and in Parkmerced.

Muni claims the new line will do everything the existing two lines do, providing longer hours of service — and do it at a lower cost.

The present 70 line, which operates daily until 10:30 p.m. (6 p.m. on weekends), is poorly patronized. The 91 line, which operates weekdays only until 9 p.m., averages about 35 passengers a trip.

The new 70 will operate from 5:54 a.m. to 11:30 p.m. weekdays — every 24 minntes until 6:02 p.m. and every 30 minutes until 11:30 p.m.

On weekends the 70 will operate every 45 minutes from 7 a.m. to 11:30 p.m. and Saturdays and from 8:30 a.m. to 11:30 p.m. on Sundays.

In developing the new line Muni's Planning Division conferred with the Lake Merced Neighborhood Association, residents of the John Muir and Lake Merced Hill developments, and the Transportation Committee of the Associated Students of San Francisco State University.

Postal ride payment

An agreement under wihch the U.S. Postal Service will pay the Minicipal Railway $25,663.50 in fares for 276 lener carrier rides during th fiscal year has been approved by the San Francisco Public Utilities Commission.

Last year's payment was $30,031 for 316 rides.

TROLLY TOPICS

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John B. Wentz, *General Manager. Public Utilities Commission.*

Curtis E. Green, *General Manager. Municipal Railway.*

Joseph I. Haughey, *Editor.*

Les Teal, *Photographer*

DOCUMENTS DEPT.

MUNI

TROLLEY TOPICS

Vol. 4, No. 6 San Francisco Municipal Railway — "The People's Road" August 1978

FROM THE tracks up — that's how they're rebuilding this 84-year-old cable car at Muni's spanking-new $14 million John M. Woods' Motor Coach Center at 22nd and Indiana streets, named for the Muni General Manager of 1968-74. Although diesel buses are its main maintenance function, the shop provides skillful carpentry needed to keep the cable cars in the oldtime mold.

Grumman-Flexible low bidder for handicap buses

Low bidder on a contract for 25 full-size buses — the first Muni buses designed for accessibility to the physically handicapped — was Grumman-Flexible, Inc. of Delaware, Ohio, with a bid of $2,897,883 or $115,915 for each bus.

The only other bidder was General Motors Corporation with a bid of $3,052,863 or $122,114 for each bus.

Both companies projected a 40-foot, advanced-design vehicle — the Grumman-Flexible bus featuring a front door hydraulically-operated wheelchair elevator, and the General Motors bus providing a rear door elevator.

The special buses are designed to "kneel" when they approach the curb. Grumman-Flexible's bus has a seating capacity for 46 persons and two seats for storing wheelchairs.

Youth summer program success

More than 6,000 youths have participated in Mayor George R. Moscone's Summer Youth Program this year, 45 of them at Muni facilities — Woods, Geneva, Metro Center, Potrero, Presidio and the 24th and Utah Maintenance Shop.

Team counselors for Muni placements were Madeline Williams and Anthony V. Smith.

"Muni personnel was very helpful in the training program, designed to develop skills needed to prepare young persons for the workaday world," Ms. Williams said.

Machinists hold Boise conference

Ken G. Murray, auto body fender supervisor of Metro Center, attended the recent Western State Conference of Machinists in Boise, Idaho.

The conference dwelt on four key subjects:

- certification and licensing of shops and mechanics.
- elimination of flat rate pricing for automotive mechanics.
- opposition to the deregulation of the airline transport industry.
- support of the Burke-Hartke Bill to adjust tariff imbalances on import goods.

Muni man needs blood donations

The Veterans' Administration Hospital is in need of blood replacement for Jerry Redcross, a Transit Equipment CETA clerk.

Jerry, who suffers from lymphosarcoma, a form of leukemia, requires platelet and whole blood transfusions about every 14 days.

Donations can be made by Muni employees at the Irwin Memorial Blood Bank, 270 Masonic Avenue.

MEASURING for a smooth stop, within six inches of a cone, is senior operations' instructor John Taketa, officiating at the recent Bus 'Roadeo' at the Cow Palace. Others in the picture are (left to right) Kermit Arnold, third place; Douglas Norberg, first place; and Cleon Fleming, second place. The operators will participate in the R.T.A. Northern California 'Roadeo' September 16 at Golden Gate Fields. Norberg will participate in the Public Transit Association North America finals at Toronto September 26.

WHEN UNITED Railroads took control of San Francisco's street railways in 1902, it became owner of hundreds of small single-truck "California-type" cars, such as the above Third-Kearny-Broadway-Powell line 1903 vehicle. As newer and larger electric cars were placed in service from 1903 on, these singular single-truckers became obsolete. They finally went out of existence in 1941 when the Fillmore Hill line was converted to bus operations.

S.F. TRANSIT HISTORY — Part IV

United Railroads' - consolidation

San Francisco's private transit systems underwent a major consolidation after the "Baltimore Syndicate" bought the San Francisco & San Mateo Railroad Company in 1900 to form the basis of the United Railroads.

The transit business, lucrative from the outset, had numbered 17 transportation companies by the 1890s. In 1893 there were eight. In 1902, there were four — The United Railroads, California Street Cable, the Geary Street Cable and the Presidio & Ferries Railway.

The San Francisco & San Mateo Railway Company, begun in 1891, was the first electric line, running from Market and Steuart streets to the San Francisco County line, operating as the No. 40-San Mateo Interurban until January 15, 1949.

United Railroads' era —

After consolidation, United Railroads possessed some 900 cars, 229 miles of track and served some 124.6 million revenue passengers (in 1903). It was extant until 1921, when the Market Street Railway purchased the company.

Introduction of electric cars turned off most San Franciscans who despised ugly overhead trolley wires. City officials, who opted for underground conduits refused to permit the stringing of the trolley wires.

All streetcar operations came to a standstill when the 1906 Earthquake and Fire razed most of downtown San Francisco, destroyed carbarns, twisted rails like pretzels and tumbled and tangled poles and wires.

After the destruction of cable machinery plants, the Board of Supervisors consented to the installing of overhead wires "as a temporary emergency measure" to hasten restoration of service.

San Mateo 'Big Subs'

With its powerhouses, rolling stock and roadways largely restored by 1908, the company was rapidly replacing cable operations with electric traction.

Major service line extensions were made: Mission to Daly City, and spur lines off Mission — including Cortland Avenue, Onondaga and Ocean Avenue, 22nd and 24th streets to Hoffman and Bosworth, and Sunnyside Avenue from San Jose Avenue.

Huge interurban cars acquired after the 1906 disaster — dubbed "Big Subs" — were used on the S.F.-San Mateo line. Unification of shop facilities for United Railroads' lines was achieved with construction of the Elkton Shops, completed in 1907.

During the decade after the merger, a line was built in 1907 on 20th Avenue between Lincoln Way and Sloat Boulevard, with a branch line on Taraval Street from 20th Avenue to 33rd Avenue and thence to Sloat Boulevard. The Onondaga-Ocean spur of the Mission Street line was extended on Sloat to the Beach.

Municipal ownership goal

Mission and Third were connected near the S.F. County line by a single track running on a private right-of-way beginning at Geneva Avenue and Mission. In 1910 trackage was laid on Gough Street from McAllister to Market.

In 1911, the No. 6 line was extended from Parnassus and Third Avenues to 9th Avenue and Pacheco Street.

The goal of ultimate municipal ownership of the City's transit systems, spelled out in the 1900 City Charter, precluded further expansion by private entrepeneurs.

(NEXT: MUNICIPAL OWNERSHIP)

Mayor commends retiring foreman Earl Chatterton

Mayor George R. Moscone has issued an official commendation to Earl Chatteron, Shop Foreman of the Muni Cable Car Division, upon his retirement after 32 years of service to The City.

Mr. Chatterton, who began his civil service career as a shop mechanic for Muni "has shown his outstanding skill and craftsmanship throughout those years," the Mayor wrote. "He has been primarily devoted to the care and preservation of that beloved San Francisco institution — the cable car. . .

"He may look back with deep satisfaction and justifiable pride on (his) accomplishments . . . he and the members of his division daily have fulfilled the challenging demands of keeping their unique charges operating efficiently" thus "earning the respect and admiration not only of his fellow workers, but countless residents of our City, tourists and San Franciscophiles . . .

"I am happy . . . to extend official congratulations with thanks for a job well done."

The Trackless Trolley

CALLER "Please give me the number for the bar on the corner of 9th Avenue and Irving Street."

TRANSIT INFORMATION CLERK "I'm sorry. We don't have that information. You will have to call P.T.&T. information."

CALLER "Well, why don't *you* know it? Your buses go right by it."

THE TWIN Peaks Tunnel West Portal Station, nearing completion, should be readied by the advent of the LRVs mid-'79. Here (top and bottom) workmen are seen working on the $6.5 million tunnel entrance "face-lifting" project. Renovation of the Tunnel itself, a $12 million project, involves structural repair, installation of a force ventilation system and a water main for fire-fighting throughout the 2.25-mile orifice. West Portal station will feature a twin-platform car-stop and landscaped areas.

A 'none-such' driver, a nun writes

Muni's drivers are very greatly appreciated, evidenced by this letter sent by Sister Alice Joseph, a visitor from Miami: She wrote: "This driver (Danny Campbell of the Presidio Division) was exceptional in his kindness to everyone getting on-and-off the bus . . .

"Your bus service is excellent . . . you put Miami to shame . . . Your service is superb.

"Your Market Street men on buses and streetcars are great to survive that crowded area.

"It keeps the City humming . . . and that's the basis of progress . . ."

Worst Trolley Accident

The worst single trolley accident in history occurred in 1953 on a single-track line near Mexico City. Two crowded cars met on a grade with lethal velocity, and killed 79 persons outright.

The worst early days' catastrophe happened in 1896 in Victoria, Canada, when thousands jammed the trolleys to view a sham offshort naval battle.

One little car, jammed to the rafters (with about 124 persons) broke through rotted timbers on a bridge and plunged into the bay. There were 54 bodies recovered.

Public commends Bureau of Public Information clerks

Although faced with around-the-clock challenges that "would try the patience of Job", most of the transit information clerks in the Bureau of Public Service have met it with exact and clear informational responses.

Examples of public appreciation:

Miss Connie Smith, a visitor from Boston, phoned to commend operator Don Walsh for his helpfulness in answering her inquiries:

"I had several questions. He answered them clearly and in an understandable way. I wish Boston transit telephone operators were as nice as he is," Miss Smith said.

Ms. May M. Kuan about operator Neal Gallagher:

"I would sincerely like to thank you for your great kindness. Continue your wonderful work to serve people."

Proud Muni Mother

Among spring semester graduates who are offsprings of Muni employees were:

Charles C. Harris and Paula Eileen Harris, son and daughter of Ruth H. Harris, Personnel Department employee.

Charles gained a degree from the University of California engineering college. He also holds a degree in economics from San Francisco State University.

Paula Eileen graduated from among the top 10% in her class at Crestmoor High School in San Bruno.

Their late grandfather, Albert Buriani, served 41 years with Muni as a streetcar operator.

"A long, long way to Tipperary . . ."

It was a long wait — but it was finally done.

Larry Oshiro, auto body fender worker 7306 has been advanced from a temporary status to a permanent worker, as of June 1, after six years and two months.

"Patience paid off," he said.

MISCELLANEOUS RETIREMENT

Brady, Joseph O.	7381	2/19/62	6/1/78
Dismore, John E.	9144	11/15/66	3/1/78
Gutierrez, Cirilo	2708	6/13/74	6/21/78
Johnston, Edward N.	9144	7/19/78	6/30/78
Leveson, James. A.	1220		6/1/78
Whittington, William R.	9150	7/1/73	6/16/78

Geneva operator aids injured elderly woman

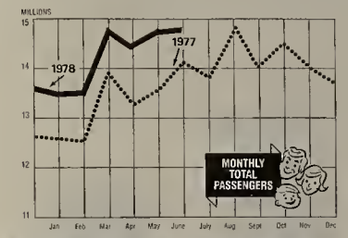
Referring to an incident "outstanding and beyond the line of duty" occurring Sunday, June 25 on the K-Line Bus No. 23 in the West Portal area, (Mrs.) Bee A. Schlesinger, an adult teacher wrote:

LaVerne C. Simmons, Geneva Division, "an alert and concerned Black operator, while driving in this area — which is now under construction with the track and streets being torn up, leaving hugh holes discovered an injured female senior citizen doubled up in one of those exposed holes — Through superhuman strength and concern for her predicament, this wonderful human being stopped his bus and removed her bodily from the hole. He then did everything to ease her fright . . . he is not only an outstanding, dedicated city employee, but a concerned human being who deserves high commendation for being the particular person he is . . ."

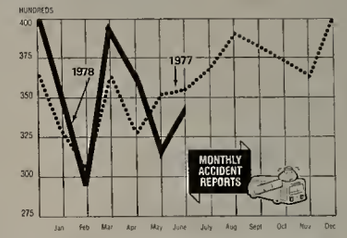
Noting that Mayor George R. Moscone was made aware of the incident, John B. Wentz, General Manager of Public Utilities, wrote to Mr. Simmons:

"It is, indeed, a pleasure to join Mayor Moscone in commending you for your quick and thoughtfull response to the misfortune of an elderly woman who had fallen on the street . . . permit us this opportunity to be enthusiastic in our thanks."

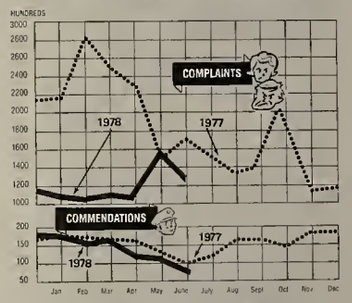
June passenger traffic rises



PASSENGER TRAFFIC during June totaled 14,853,431, a gain of 61,178 over May. (The total figure includes 4,351,853 transfer passengers).



OPERATIONAL ACCIDENTS during June were 338, compared to 319 the previous month, but did show a decrease compared to June of last year, with 357 accidents. For the fiscal year, operations accidents totaled 4,359 or 17.2 accidents each 100,000 miles.



JUNE COMPLAINTS amounted to 1,259, or 337 less than the previous month. Commendations for June numbered 79, or 29 less than May's total.

Muni service to The Exploratorium

A new brochure about the Exploratorium — a museum for touching, hearing, seeing and exploring scientific exhibits at the Palace of Fine Arts in San Francisco — lists and maps the Muni buses which reach the area.

Buses include the 30-Stockton and the 45-Van Ness, both ending within walking distance of the museum.

Public attendance averages ¾ million visitors yearly.

Brochures are obtainable at the Exploratorium, 3601 Lyon Street, S.F. 94123 or dial (415) 563-7337.

School posters on Muni buses

Copies of winning posters in the recent "Don't Mess Around" contest conducted in San Francisco schools will appear in Muni buses and streetcars throughout the summer, according to Curtis E. Green, General Manager of the Municipal Railway.

First place winners were David Aaron Garber, 8, primary division, Lakeshore School; Rey S. Serrano, 11, elementary division, Filipino Education Center; and Eric Johnson, 14, secondary division, Herbert Hoover Junior High School.

The contest, featuring the theme "that a cleaner city is a happier city," was sponsored by San Franciscans for a Cleaner City, San Francisco Unified School District, San Francisco School Volunteers, and the San Francisco Public Utilities Commission.

SHIFTING GEARS

MISCELLANEOUS PERSONNEL JUNE 1978

Bailey, Jerry	LT-CETA	7580 Field Conser. Aide From Park-Rec	Geneva
Barthelomew, Rodney		9191-Administration From TEMP-A-110	Presidio
Diaz, Ricardo J.		7560 Field Conserv. Aide From Port of S.F.	Track
Hunter, James	LT-CETA	7560 Field Conserv. Aide From Park-Rec	Geneva
Jones, Bobby	LT-CETA	7560 Field Conserv. Aide From Port of S.F.	Cable Car
King, Nathaniel	LT-CETA	9910 Pub. Serv. Trainee From Port of S.F.	Kirkland
Lopez, Pablo A.		7346 Painter NCS OA#0410 From DPW	Potrero
Lovari, Joseph	LT-CETA	7560 Field Conserv. Aide From Park-Rec.	Geneva
Mayfield, James R.	LT-CETA	7560 Field Conserv. Aide from Park-Rec	Cable Car
McNee, Terry	LT-CETA	7560 Field Conserv. Aide From Port of S.F.	Cable Car
Moffett, Dana	LT-CETA	7560 Field Conserv. Aide From Port of S.F.	Cable Car
Moy, Julian J.		5204 Assist. Civil Engr. NCS OA#0437	T.I.P.
Oh, Keum S.	LT-CETA	7560 Field Conserv. Aide From Port of S.F.	Track
Oshiro, Larry H.		7306 Auto Body & Fend. Wkr.-CP-11/E-5	Equip.
Palmore, Bruce	LT-CETA	7560 Field Conserv. Aide From Park-Rec	Geneva
Pope, Larry	CETA	7560 Field Conserv. Aide from Port of S.F.	Geneva
Wiltz, Edward J.		7410 Auto. Serv. Wkr. From S-104 Motor.	Woods
Zajac, Mark A.		1404-Clerk-TCS 17/E-17 From Sher. Off.	Personnel
Davis, Keith P.	7306 Auto Body Wkr. C/P-11/E-5 From TCS-7306		Equip.
Dreiling, Martin L.	7410-Auto Serv. Wkr.	(6 5 78)	Equip.
Escalante, Rodolfo	7379-Upholsterer TCS-11/E-1	(6 7 78)	Woods

PUC approves Muni $1 million face-lifting program

The San Francisco Public Utilities Commission has approved the Municipal Railway's program for spending $1,056,704 allocated by Mayor George R. Moscone from The City's share of Federal Title Local Public Works Employment Act Fund.

Muni projects:

- $170,768 for interior and exterior painting and seat repair of 100 streetcars.
- $35,547 for placement of PCC (streetcar) controller systems.
- $17,797 to repair ventilation systems and broken windows on streetcars.
- $176,719 for overhauling trucks and wheels of streetcars.
- $24,339 for rewiring interior lighting system of streetcars to accomodate standard light bulbs.
- $78,346 for increased maintenance of diesel bus fleet.
- $166,269 to eliminate repair backlog and intensify safety inspections on diesel bus fleet.
- $191,094 for cleaning of channels beneath cable car slots.
- $79,608 for body and fender work to prepare 324 buses for painting.
- $19,384 building repair and repair of electric lighting circuitry, Geneva Division.
- $9,407 for steam or water-force cleaning of diesel bus fleet undercarriages.
- $11,380 to repair about 350 broken windows on diesel buses.
- $86,589, painting interiors of all Muni operating divisions and the Kirkland Division exterior.
- $11,254 for inspecting, repairing and overhauling of non-revenue work vehicles.
- $2,470 to overhaul line trucks which maintain overhead electrical systems.

VISITING MUNI recently, to trade transit tips with the railway's management, was E.F. Niksch (above), Commissioner for Urban Transport, South Africa National Transport Commission — one of many experts from other countries intrigued with the way Muni runs its urban transit system.

Program director for LRV task force is named

Farrel L. Schell, former manager of urban transportation department for Kaiser Engineers in Oakland, has been named Program Director for the Light Rail Vehicle task force of San Francisco, according to Curtis E. Green, Muni General Manager.

Mr. Schell, who has had more than 15 years of experience in rapid transit and urban transportation, will be responsible for developing and implementing the master plan for the Muni Metro Program, Mr. Green said.

ELKTON SHOPS (above), an October 1928 scene. To the left is a 1550 car, its open section being enclosed. The headlighted car is an Ingleside 1730. Elkton Shops, built by United Railroads in 1907 on truck farm land, derived its name from an old railroad station which had been located on a rail line south of Ocean Avenue. Elkton Shops, recently razed, will be used as a focal point for the coming LRVs.

William Flynn

In defense of the Muni

SAN FRANCISCO'S Municipal Railway, no matter what is said, is an efficient transit system that,well serves the needs of the citizens who are smart enough to use it.

Where else would you be able to ride from the Bayview District to the Cliff House for a quarter? And if you are a senior citizen the cost would be but five cents. You get a lot for your money in either case.

But too often this economical service, admittedly subsidized by tax funds (what isn't these days?), is overlooked and over-criticized.

It is interesting that the most vigorous critics of the Muni are those individuals who have automotive transit, sometimes with a booted and capped driver.

At the moment, Muni has 23 miles of trackage in San Francisco plus multiples of that in bus routes. It carries 129 million passengers a year with a work force of 3,000. Operation of the vehicles, including 345 trolly buses, and 115 street cars, requires a tax subsidy of $40 million annually.

I know the Muni isn't perfect. But it does run, and the operators generally are polite. I know I wouldn't be after several hours of outwitting erratic motorists and sometimes unreasonable patrons.

And even after all the minor irritations are considered, remember the Big Plus:

Where else can you ride so far for so little?

HERE'S AN excerpt from William Flynn's recent column in praise of the Muni service — printed in the San Francisco Examiner, 'Monarch of the Dailies.'

No. 10 Monterey line is extended

Muni's No. 10-Monterey crosstown line will be extended weekdays and will replace the No. 88-Hospital Shuttle run Wednesday, August 30.

"The change will mean an improvement of service for some 350 passengers, eliminating the need to transfer to the No. 88 at 10th Avenue and Geary."

Muni building has lost its old mausoleum look

Muni's headquarters building at 949 Presidio Avenue, which long has looked like an old mausoleum left over from the days when Calvary Cemetery was nearby, is being spruced up by the painting crew.

Some 400 gallons of paint — in brilliant hues of sepia, orange, rust, yellow, green, blue, red, gold and white — are being applied on some 50,000-square feet of interior space at a cost of $75,000.

The five-month project, begun May 17, is expected to be finished sometime in October.

Heading the painting crew is Albert Ehni, a 724 Painter Supervisor. The painters are Hector Alvarez, Mario Cisneros, Michael Clausen and Jack Tom.

Funds for the project were made available through the Title II Program.

Rainbow of color gives 'new look'

MUNI'S PEERLESS painting crew is now in the middle of an ambitious program of redecorating Muni's Presidio Division building. Left to right: Jack Tom, Hector Alvarez, Albert Ehni, and Mario Cisneros.

Former Muni Driver of Month Ann Whitten dies

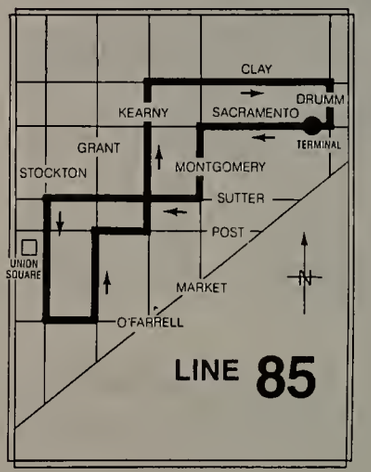
Ann Whitten, who retired as a San Francisco Municipal Railway operator in 1972, died in San Francisco July 29 at the age of 66.

A veteran of 30 years with Muni, she came to San Francisco in 1915 and joined the transportation system in 1942.

In October, 1967, she was selected as Muni Driver of The Month for her outstanding service. A longtime operator of the M-Oceanview and K-Ingleside streetcar lines, she also received a Seven-Year Consecutive Safe Driving Award from the San Francisco Chapter of the National Safety Council.

Survivors include her son Robert Sacher, a brother, Ray Forcier; sisters Marie Larson and Claire Abbott; grandchildren Kathleen Baechler, James E. Laurie and Richard E. Sacher; and a great-grandchild, Eric W. Baechler.

Passenger service report summary



The recently published Passenger Service Report Summary again reflects a dramatic increase in most categories of Passenger Service complaints as they relate to Operations for the month of June 1978, as opposed to those received in June 1977, according to Rod Bartholomew, Deputy General Manager, Operations.

Some highlights are careless operation down 9.7%, pass-ups down 14.4%, carry-by down 49.4%, pull to curb down 65.5%, motor on-terminal down 93.3%, radio-smoking-food down 31.7%, fare dispute down 54% and discourtesy down 12.7%.

Transfer Disputes have increased 22%, as a result of recent instruction given operators to collect fare and to review transfers more carefully, Bartholomew said.

New Chinatown shopper shuttle

Two new shopper shuttles — the No. 82-Chinatown and No. 85 — will service North Beach, Chinatown and the downtown shopping district beginning Wednesday, August 30.

Five No. 82 coaches will be run from 10 a.m. until 3 p.m. weekdays with 10 minutes headway from Washington Square and 4th and Clementina street terminals (with a regular fare).

The No. 85 will run four coaches eight minutes apart from 11 a.m. to 2 p.m. weekdays from Union Square to the Embarcadero Center, in a continuous loop via Clay and Sacramento streets. The fare will be 10 cents. Transfers will be accepted but not issued.

TROLLEY TOPICS

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John B. Wentz, *General Manager, Public Utilities Commission.*

Curtis E. Green, *General Manager, Municipal Railway.*

Joseph I. Haughey, *Editor.*

Les Teal, *Photographer.*

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TROLLEY TOPICS

Vol. 4, No. 7 San Francisco Municipal Railway — *"The People's Road"* September 1978

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ALL WAS JOY on Judah Street when progress in rerailing the key N-Line neared completion in this recent Sunset District scene. Top photo is the ancient No. 1 "Iron Horse," which former Mayor "Sunny Jim" Rolph drove in 1912 on the first-ever Muni run. Below, current Mayor George R. Moscone, looking his usual dapper self, (right) and Supervisor Quentin Kopp (left) flank Maureen Barber (left center) and Norma O'Reilly Hartman.

Berliet bus to be given Muni trials

This month the Municipal Railway has placed into revenue service the Berliet PR 100 bus, manufactured in Lyon, France by the Societe des Automobiles M. Berliet, a subsidiary of Renault Motors.

For approximately 30 days the coach has been assigned to express lines — Nos. 14-Mission, 17-Parkmerced, 30-Stockton and the No. 15-local for one week time periods.

Passengers are requested to furnish comments pertaining to the ease of boarding and alighting, noise level, riding quality, seating and leg room.

The bus has been loaned to Muni by Trans Diesel of Santa Clara which is marketing the vehicle in the United States.

Previous demonstrations have been conducted at A-C Transit, Santa Clara Transit and the Los Angeles RTD.

This intermediate-size bus is 35 feet long, 98 inches wide and weighs 16,400 pounds. The floor is 25 inches above pavement level about eight inches lower than floors in standard American made buses.

Rerailment of Sunset N-Line celebration held

A celebration of street cars returning to Judah Street recently was held by the Judah Street Merchants and Property Owners Association.

Although the $6 million Municipal Railway track rerailing project was not fully completed, the Judah Street group decided to hold the celebration earlier, instead of waiting until the end of the year.

Mayor George R. Moscone, Supervisors Ron Pelosi and Quentin Kopp, PUC General Manager John B. Wentz, Muni General Manager Curtis E. Green, and Acting Director of Public Works Jeffrey Lee boarded Muni's ancient car No. 1 at 19th Avenue and Judah Street, riding to 31st Avenue for a ribbon-cutting ceremony and luncheon at the "Sizzling Platter."

Also participating in the ceremony were Fred Ulrich, President of the Judah Street Merchants, Bill Wright, Vice President and Fred Brody, Sr., Director.

Dick Darr, Homer Olsen Construction, and Frank Williams, Bay City Excavators, represented prime contractors involved in the track reconstruction.

Florida man praises Muni transit system

"I wish to express my admiration and praise for the efficiency and courtesy displayed by all the employees of your organization whom I encountered during my month's visit to your area. . .

"I have used public transportation facilities for more than 60 years and have never witnessed such a welcome display of courtesy and goodwill as I experienced in riding almost daily on your buses and trolleys.

"Your organization should be commended for achieving such a high quality of public service and I could only hope that the methods by which you accomplished it would be used as a model for other public service organizations throughout the country to follow."

— Samuel Hodes, Lake Worth, Fla.

Noting that "three young men" aboard the No. 37-Corbett line (at Castro and Market) were "drinking, carrying a blaring radio" also arguing about the fare and setting off firecrackers." Joan Dillion, Member, Civil Service Association Local 400 Executive Board, wrote:

"The driver, although angry, stayed in control. He called for assistance. In minutes, the new Muni Patrol arrived. Seconds later, the S.F. Police arrived.

"The young men, a little crest-fallen, left the bus after giving up their firecrackers and several bottles. . .

"This was an excellent example of City workers doing a good job; everyone on the bus felt good about the way it was handled . . .the driver stayed cool, controlled his anger, and acted in a responsible, business-like manner."

Earl Lee Allen, Kirkland:

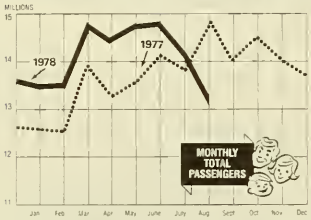
"This man is truly a gentleman of the first class," Mrs. Irene H. Gershman of San Francisco wrote, "and if more people in this world had his attitude and lovely manner when working in the public . . .this world would be a better place to live in.

"He is bright enough to realize that when people ride the bus, it not only pays his salary, it breeds sympathy and contentment . . . sympathy for the driver and his job at times . . . while the riders are made comfortable due to his attention to duty and good feelings for the public."

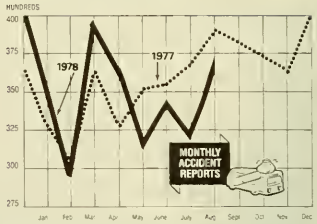
Revenue passengers

Approximately 486,500 revenue passengers ride the San Francisco Municipal Railway system each weekday.

August accident rate down



AUGUST PASSENGER traffic totaled 13,357,308, slipping from the July monthly figure of 14,071, 499. Large scale rerailing is considered a major contributary cause to the decline in passenger traffic this past summer.



OPERATIONAL ACCIDENTS during August totaled 373, down considerably from the figure of 391 for the same month last year. July's total of 323 also was well below July of last year, which numbered 371.

Figone is named transit coordinator

Angelo Figone, a former transit traffic checker, has been appointed Transit Schedule Department Co-ordinator according to Curtis E. Green, Muni General Manager.

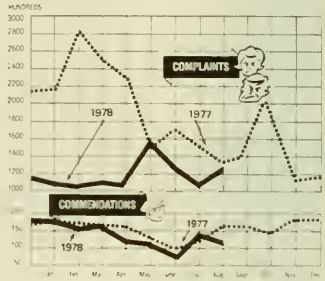
Mr. Figone will assist the Transit Traffic Superintendent in investigating, analyzing, recommending and implementing projects involving the department. He also will control Muni's "run-cutting" system (RUCUS).

Kim wins law degree

Young Kim, Muni Associate Civil Engineer and a registered civil engineer, has won a doctorate in jurisprudence from the San Francisco Law School.

Born in Seoul, Korea, Kim has been in San Francisco 20 years and with Muni six years.

He also holds a BSCE (an engineering degree) from the University of Michigan, and an MBA (business degree) from Golden Gate College.



COMPLAINTS RECEIVED in August rose to 1,429 from 1,246 for the previous month. Commendations numbered 123 for August, compared to 151 for July.

Muni's tunnel system

The San Francisco Municipal Railway's chief tunnels are the Twin Peaks Tunnel, 11,925 feet, the Duboce (or Sunset) Tunnel, 4,641 feet, and the Stockton Tunnel, 910 feet.

HERE "A one and only" photograph (no negative extant in our Photo-Lab) of the Stockton Street Tunnel, taken circa 1915, the year of the Panama-Pacific Exhibition

CURTIS E. GREEN, Muni General Manager, explains the intricacies of office procedure to two young adults who participated in Mayor George E. Moscone's Summer Youth Program this year. To the right of Mr. Green are Madeline Williams and Jonathan Faulks.

Bress Corley Dies

Bress M. Corley, former Superintendent of Power and Plant for Muni, and a former member of the Muni Executive Association, succumbed September 12 in San Francisco.

Mr. Corley also was a member of George Washington Lodge No. 135, F & A.M.; the S.F. Trowel Club; the I.B.E.W. No. 6; and Branch No. 13 of the SIRS. A member of the V.F.W., he served with the Seabees during World War II.

Interment was at Cypress Lawn.

CAPITAL IMPROVEMENT GOALS

Test of 60-foot bus in offing

Muni now plans to purchase 100 sixty-foot-long buses to serve on two highly patronized lines, the No. 38-GEARY and No. 15-THIRD.

City Public Utility Commissioners who recently heard Muni officials outling capital improvement objectives for the fiscal year 1979-80 through 1984-85, were told that Muni plans to buy the articulated buses at an estimated cost of $2 million.

> Larry Martin, Transit Workers Union Local 250-A leader, asserted that the buses are unsafe for the hills of San Francisco. He also stated that the articulated coaches will require a conductor to handle fares.

Tom Matoff, Muni Planning Department, said that an articulated bus will be tested on San Francisco's streets "sometime in November."

Other Muni capital improvement projects in the offing include:

- $500,000 for installation of the Muni Metro's overhead wire system for pantograph operations of the coming LRVs.
- $10 million for building a double deck at the Presidio Division yard.
- $2.15 million for the 1978-79 fiscal year to improve accessibility on buses for the elderly and handicapped.
- Another $500,000 to add storage space at the newly-constructed Metro Center.

RECENT PLATFORM PERSONNEL HIRES

(July through September)

Allen, Willian	Kirkland
Alfonso, Emelia	Portrero
Cain, Patsy	Geneva
Cayabyab, Dan R.	Geneva
Chin, Philip	Kirkland
Cohn, Bobby	Geneva
Boone, James H.	Woods
Dixon, Honor	Woods
Drew, Dwaine	Kirkland
Dudley, John	Presidio
Edmondson, Charles H.	Kirkland
Eisenstark, Robert	Potrero
Fauss, James G.	Geneva
Fong, Myron	Potrero
Garcia, Angelo	Woods
George, Warren	Kirkland
Gordon, Marcus R.	Woods
Gunz, Julian M.	Potrero
Hamilton, Jim	Kirkland
Hampton, "LD"	Kirkland
Hanssen, Robert	Kirkland
Herron, James E.	Geneva
Lee, Calvin W.	Presidio
Lewis, Ralph C.	Woods
Lum, Irwin	Woods
McLeod, Dorain M.C.	Presidio
McNeil, Harry	Presidio
Miller, John	Potrero
Miranda, Daniel	Geneva
Moley, George S.	Kirkland
Nesby, Norman	Woods
Nelson, William M.	Geneva
Pross, Greg A.	Potrero
Quarles, Kermit	Presidio
Reyes, Nazario	Geneva
Rivero, Juan	Woods
Roberts, Vernon	Geneva
Rosales, Anthony	Potrero
Sanders, Albert	Woods
Shaw, Henry	Kirkland
Silveman, Jay	Kirkland
Sham, Henry	Kirkland
Sims, James	Kirkland
Smalley, Jessie Mae	Presidio
Taylor, Jimmy	Geneva
Terry, Geary A.	Woods
Thomas, Joan	Kirkland
Tippins, Spencer	Kirkland
Tolliver, James	Potrero
Wall, Edward K.	Potrero
Walton, James, Jr.	Woods
Wan, Charles	Geneva
Wheeler, Charles E.	Woods/Metro
Williams, Charles	Potrero
Williams, Robert L.	Potrero
Woods, Tony K.	Geneva
Wong, Tony K.	Geneva

SHIFTING GEARS

MISCELLANEOUS PERSONNEL AUGUST PROMOTIONS

Amdur, Bernard	From temp-7349 to perm-7249 auto mech. foreman
Basuino, Antonio	From temp to perm 7306 auto body-fender wrkr.
Brigaerts, Paul	from DPW
Colbert, Joseph	From 9163 to 9144 transit service inspector
Crosby, Thomas	From 7380 to 7216 elec. transp. shop foreman
Frost, William	From 7380 to 7216 elec. transp. shop foreman
Lund, William F.	From perm-7379 to 7380 elec. transp. mech. ass't. supvr.
Martin, Shedrick	From 7379 to 7380 elec. transp. mech. ass't. supvr.
Morelock, Gerald E.	From 7379 to 7318 elec. maint. tech.
Newkirk, George	From 2992 to 1824 principal administrative analyst
Newton, Fred Jr.	From 7409 to 7318 elec. maint. tech.
Norman, Oscar	From 9180 to 9187 cable car div. manager (temp.)
Parker, Oscar	From 7379 to 7380 elec. trans. mech. ass't. supvr.
Riley, Yander	From perm-7379 to 7380 elec. transp. mech. ass't. supvr.
Sears, Clifford	From 7379 to 7380 elec. transp. mech. ass't. supvr.
Solls, J.D.	From perm-7514 to temp-7540 trans. maint. wrkr.
Stellini, Anthony	From 7379 to 7380 elec. transp. mech. ass't. supvr.
Van Wambeke, Ronald	From 7379 to 7380 elec. transp. mech. ass't. supvr.
Wise, Wilfred	From temp to perm 7249 auto mech. supvr. foreman I
Wynn, George	From perm-7379 to 7380 elec. transp. mech. ass't. supvr.

SNIPPING THE ribbon for the new 85-Shuttle line serving the downtown shopping and financial areas is Jack Podesta of Podesta & Baldocchi (florists). Left to right: Rod Bartholomew, Muni Deputy General Manager, Operations and Administration; Susan Graham, Macy's Director of Community Relations; Podesta; and Lloyd A. Pflueger, Downtown Association General Manager.

'CHINATOWN, MY Chinatown' — present at the inauguration of the No. 82-Chinatown bus line late in August were (left to right): John Sanger, PUC commissioner; Supervisor John Molinari; Betty Guimares, Mayor's Office Representative; and Michael Louie, Cochairman, Chinatown Transportation Research and Improvement Project (TRIP). In front: "Mr. Chinatown Dragon."

DOWNTOWN *MUNI SERVICE* AUGMENTED

KIRKLAND DIVISION operators Debbie Ramsay and Thomas Simrock were in costume the opening night of the San Francisco opera season when the Muni Railway provided a No. 47-Van Ness Avenue coach for service to opera-goers.

Fare increases for Muni Urged

Increases in Municipal Railway fares has been recommended by the new Civil Grand Jury.

"With passage of Proposition 13 and a concommitant reduction in property tax, Muni's ad valorum funding has been reduced by 20 per cent to 40 per cent, the Grand Jury reported, "thus making a fare hike imperative."

The Grand Jury also recommended that Muni should complete the installation of radio equipment for 345 Flyer electric trollies and 100 American Motors diesel buses to help reduce violence.

PHOTOGENIC LOUIS H. FORT, an industrial injury investigator for Muni, holds little Rochelle Calhoun in his arms in this photo, used to publicize a local American Cancer Society drive to "wipe out cancer in our life-time," a campaign involving such local leaders as Dr. Carlton Goodlett, Sheriff Eugene Brown, Supervisor Ella Kutch, Board of Education member Jule Johnson, Assemblyman Willie Brown and Hiram Smith, Executive Director of the San Francisco Neighborhood Legal Assistance Foundation.

WELCOME ABOARD

NEW MISCELLANEOUS EMPLOYEES

(August Hires)

BUENAVENTURA, Ernesto	1632 Senior Accounting Clerk
DEMILLO, Harry	7345 Electrician
DUARTE, James M.	7410 Auto serviceman
HADI, Aryanto	7379 Electric transportation mechanic
KATZ, Harvey	9740 Staff assistant IV.
McKANE, John	5287 Transit planner 1
OLSON, Edvin P.	7318 Electric maintenance technician
PAUL, Wilman T.	7410 Auto serviceman

S.F. TRANSIT HISTORY — Part V

Origin and Development of Muni

FORMER SAN Francisco Mayor Jimmy Rolph, hammer in hand, prepares to drive a spike into a rail to officially open the Twin Peaks Tunnel in 1918. Holding the spike, is Michael O'Shaughnessy, City Engineer and foremost planner of the Muni Railroad for 22 years (1912-1934).

Municipal ownership of public utilities became inevitable when the City Charter was adopted in 1900, but it took until 1909 before a $2 million dollar bond issue was voted for creation of a municipal rail system.

Fully one-third of the City was unpopulated in 1912 when the Municipal Railway finally began operations with ten streetcars on the newly-electrified Geary Street line which ran from Kearny Street to 33rd Avenue (Line "B") and thence to Golden Gate Park.

1912 Mob Scene

On opening day, December 28, 1912, more than 50,000 San Franciscans mobbed the confluence of Kearny, Geary and Market streets for the inaugural.

Mayor James (Jimmy) Rolph, Jr., boarded the first streetcar, depositing one of the first 40 nickels produced by the San Francisco Mint.

More than 15,000 persons rode the rails during the first 12 hours — paying out some $750 in fares with their nickels. America's first public-owned transit system was on its way.

The most urgently needed service was in the Marina and North Beach areas. In 1913, the City acquired the Union Street Line.

Stockton Tunnel Built

An agreement was reached with United Railroads for joint use of Market Street's outer tracks, resulting in service from the Ferries to the Beach via Market, Geary, 33rd Avenue, Balboa, and 45th Avenue and Cabrillo.

The era of the horse-drawn ominbus, which began in 1852, officially came to an end when the Board of Supervisors issued an edict June 2, 1913, forbidding horse car service because such service was deemed disruptive to electric car operations.

On December 10, 1913, the City's Board of Supervisors made its first down payment of $50,000 to purchase the Presidio & Ferries Railroad Company. The final price-tag was fixed at $312,332.

'Best-ever' streetcar

About the Muni PCC car: "Perhaps the best streetcar ever built."

— Dick Nolan, SF EXAMINER

1915 patronage soars

Direct service to the famed Panama Pacific Exposition was assured with the building of the Stockton Street Tunnel, completed December 28, 1914. Service from Market and Ellis to Chestnut and Scott was opened, with a line running from Columbus Avenue, North Point, Van Ness and Chestnut.

The Stockton tunnel is 911 feet long between portals. Height of the arch above the curb is 19 feet.

By the time the exhibition was held in 1915, there were six lines servicing the area. Muni controlled 42.2 miles of single track, operated 197 cars and carried 40.2 million passengers in the fiscal year 1915-16 — double its 1914 patronage. Its rival, United Railroads, carried 151.6 million passengers in 1915, nine million less than the previous year.

Jimmy Rolph

O'Shaughnessy

With adequate service provided in the Richmond, Marina, North Beach, Potrero and Mission districts, the next step was to open up vast land stretches West of Twin Peaks and in the Sunset district.

In 1917 the City inaugurated the J-Church Line from 30th and Church streets to Van Ness Avenue and Geary — later extending the line to Pine Street.

Bus lines debut

In 1918 United Railroads built a rail line on Army Street, its last major line. (The company succumbed when the Market Street Railway took it over in 1921 after a failure to pay off a bond issue, giving the MSR control of 273.3 miles of street railway overhead trolley, 14.7 miles of cable railway lines and nearly 600 cars.)

Two gasoline bus lines were created in the 1918-19 period — the No. 1-Park, traversing Golden Gate Park from 10th Avenue and Fulton Street to 9th Avenue and Judah Street, and the No. 2-Line along the Great Highway between Sloat Boulevard and the Geary Line beach terminal.

Longest Trolley Tunnel

One of the greatest feats in the history of the San Francisco transit industry was the building of the 11,920-foot Twin Peaks Tunnel — still the longest trolley tunnel in the United States.

The tunnel, which was opened February 3, 1918, cost $4.5 million. It was begun in 1914 with City Engineer Michael Maurice O'Shaughnessy in charge. O'Shaughnessy, City Engineer from 1912 (the year Muni was born) to 1934, was responsible for the building of all of Muni's tunnels. Envisioning the day that Market Street would have a subway, he designed the tunnel to meet such a contingency.

When O'Shaughnessy died in 1934, Muni had an all-time high of nearly 230 miles of streetcar tracks, of which about 44 miles of track remain today, 10 of which are cable car railing.

Wharf cable car extension funds excised

The San Francisco Board of Supervisors recently voted to halt funding of Muni's Transit Improvement Program (TIP) should $100,000 continue to be budgeted for extending the Bay Street Cable Car Line three blocks closer to Fisherman's Wharf. The board's seven-to-four vote was the result of a maneuver by Supervisor Carol Silver.

> Before the Board was a resolution authorizing the Public Utilities Commission (PUC) to take steps to apply for approximately $4 million in federal Urban Mass Transportation Act (UMTA) funds to cover numerous City expenses under the Muni $84 million TIP program.

TIP has been involved in such major projects as rerailment of all Muni's streetcar lines and the building of the Muni Metro Center to accommodate the Light Rail Vehicles when they begin to arrive next year.

> At Silver's behest, the Board resolved that the $4 million UMTA funds were to be accepted only on condition that the $100,000, earmarked for the cable car extension project, be eliminated.

Supervisors who voted for Silver's amendment were Lee Dolson, Dianne Feinstein, Robert Gonzales, Ella Hutch, Gordon Lau and John Molinari.

Voting against it were Quintin Kopp, Harvey Milk, Ronald Pelosi and Dan White.

> Molinari, arguing for the amendment, said that City supervisors "have made it clear over the years" to the P.U.C. that the extension is a waste of taxpayers' monies.

TROLLEY TOPICS

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Cable car conductor Cann is named Muni-Driver-of-the-Month

Luther M. Cann, a San Francisco Municipal Railway Cable Car Conductor, has been made Muni-Driver-of-The-Month for August, according to Curtis E. Green, Muni General Manager. Cann, born in Shamrock, Texas, in 1916, has been employed by Muni for 21 years, 17 of them with the cable cars, "with no miss-outs since 1945," he proudly points out.

He was given his award at a ceremony, September 29, at the Cable Car Division. He received a citation from John B. Wentz, General Manager of Public Utilities; a $100 check from Paul J. Phillips on behalf of Metro Transit Advertising, and U.S. Savings Bonds from Lawrence Martin, President, Transport Workers Union, Local 250-A, and Tom LaGrone of LaGrone's Insurance Agency.

After attending schools in Lawton, Oklahoma, Cann served in the U.S. Army, Communications Command, from 1934 through 1936, and again from 1939 through 1943 on loan to the U.S. Air Force. He worked for 14 years for the San Antonio Transit Company.

Married to his wife, Thelma, for 39 years, Cann has two sons, Jerry and Steve, who are computer technicians for a local store technology corporation; and three grandsons, Jerome, 11; Jason, three and Nathan, one year.

In conjunction with the Muni Driver proceedings a plaque was affixed on car No. 60, in honor of the late Michael G. Wynkoop, former Muni Assistant Chief Inspector, who died last December.

Mr. Wynkoop, then 39, was exceedingly popular with Muni personnel, especially with Cable Car Division personnel.

Marshall Moxom PUC Photographer taking life easy

Marshall Moxom — one of the best known employees of the Public Utilities Commission — has retired as head photographer after 32 years with the City. He began in December 1945.

A universally liked and respected skilled professional, Marshall has seen Utilities operations as few others have — from the corridors and chambers deep in Hetch Hetchy's O'Shaughnessy Dam and the hole being drilled for Muni's new Market Street Subway, to 20,000 feet up while photographing the Water Department's properties.

In the accompanying photo — taken by PUC publicist Jim Leonard — Marshall is shown examining one of the favorite spots where Central Miwok Indians ground their acorns and aitchaitchie seeds.

He came upon this site in the Tuolumne River Canyon near Early Intake, one of the Hetch Hetchy's installations.

Marshall, who was born in British Columbia, worked with commercial photographers in the Bay Area before joining utilities. He served as a photographer with the U.S. Navy during World War II.

Commuter usuage

Some 656,000 commuters daily use the San Francisco Municipal Railway transit system.

Daily School Trips

More than 52,800 elementary and secondary school trips are made daily on San Francisco Municipal Railway vehicles. A total of 14,100 daily trips were registered on lines servicing San Francisco City College. San Francisco State University had a total of 11,900 student trips to and from the campus. A total of 84,200 daily school trips — or 18 percent of Muni's daily patronage — has been recorded as school travel.

V.4, no.8
Oct. Nov 1978

MUNI

TROLLEY TOPICS

Vol. 4, No. 8 San Francisco Municipal Railway — "The People's Road" October-November 1978

DOCUMENTS DEPT
OCT 1978
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$400,000 refurbishing program for tried and trusted PCC streetcars

The City's Public Utilities Commission has authorized spending some $400,000 to refurbish Muni's tried and trusted P.C.C. streetcar fleet, part of a $1-million-plus systemwide maintenance "catch-up", funded under the Federal Title II Local Public Works Employment Act.

The ventilation systems will be repaired; trucks and wheels, along with armatures and controller systems will be overhauled; and the interior lighting system will be rewired so that the cars can use standard light bulbs.

The streetcars also will have their insides and outsides repainted to conform with adopted Muni design. Seats will be upholstered.

Even if and after Muni Metro goes into full service, there are possibilities for more extensive transit operations in San Francisco. Support is growing for a surface streetcar line along the waterfront, replacing the existing 32-Embarcadero diesel. Land use along the proposed route, most of it private right-of-way, has shifted from an emphasis on shipping and light industry to office and tourist developments.

In addition, a new line truck is on order, two line trucks will be overhauled and a line car added to assist in maintaining the new overhead system.

Police dept. post for Hal Waterman

Harold E. (Hal) Waterman, an 1844 Senior Management Assistant with Muni since 1973, has transferred to the San Francisco Police Department in a similar capacity.

Prior to joining Muni, Waterman worked for Standard Oil Company of California from 1965 to 1973 in the wholesale marketing sales division dealing with the Federal Government.

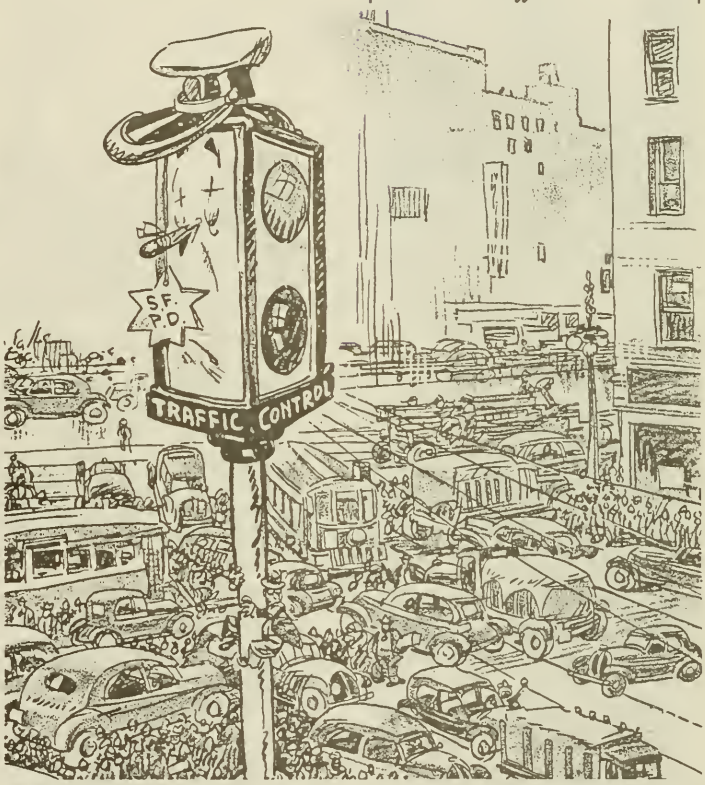
Waterman holds an AB in economics from Stanford University (1939) and an MBA (or business administration master's degree from San Jose State (1965).

Subway platform work

Plans are in the works to construct extensions on inbound and outbound platforms at eight subway stations on the Muni level of the Market Street Railway Subway.

"Next time try the Muni"

The auto creates S.F. traffic turmoil



THIS OLD San Francisco News cartoon by Rodgers (circa 1929) points up the crushing impact the automobile had, even in earlier times, in creating heavy traffic congestion. Only a half-dozen automobiles or so were to be seen in 1906 — but the effect on transit operations ever since has been torturous for the S.F. transit system.

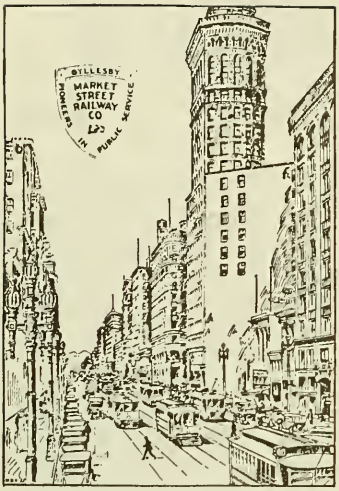
Transit systems try 5-cent handicap fare

Persons who qualify as handicapped, as defined by San Francisco Bay Region transit system, may now ride the Muni for five cents, Curtis E. Green, the railway's General Manager, has disclosed.

This new fare — now in effect on a six-month's trial basis — applies to all Muni lines at all times except during the 7-9 a.m. and 4-5 p.m. weekday rush hours.

Those who believe they are eligible can obtain an information packet and an application form from the Municipal Railway, 949 Presidio Avenue (dial 673-MUNI).

Types of handicaps that may be considered are covered by seven major categories: non-abulatory disabilities, sight disabilities, semi-abulatory disabilities, hearing disabilities, incordination, development disabilities, and mentally dis-ordered disabilities.



OLD MARKET Street Railway, circa 1925..

PUC commends Gary Wong for life-saving act

Commendation plaques have been issued to Kirkland Division operator Gary Wong (Cap No. 4235) and Richmond District resident Ben Marston for coming to the rescue of shopman Lawrence Warner — victim of a bus fuel tank explosion and fire March 21.

Gary Wong, heedless of the flaming fuel tank, rushed to Warner's aid, removing his coat and wrapping it around his body to extinguish the flames. He was commended by the PUC for a "courageous deed that will forever remain an inspirational memory."

Marston, who formerly resided at 625-33rd Avenue, witnessed the explosion at 33rd and Anza Street.

"He participated unhesitatingly in a courageous effort to extinguish flames covering Warner's body, ignoring the fire hazard and threat to his personal safety, suffering severe burns on his hands," the citation read.

(Note: Presidio Division has TWO Gary Wongs, the Gary in our story is jestingly called "Wong No. 2 hoy").

Passenger movements

Heaviest passenger movement of the San Francisco Municipal Railway system occurs along the radial corridors from the Mission and Western Addition sectors of the downtown central business district. More than 58,000 persons from these sections make daily trips to the central business district.

S.F. TRANSIT HISTORY — Part VI

Rubber-Tired Vehicles

The Municipal Railway pioneered the use of gasoline-driven rubber-tired vehicles in San Francisco, operating them on feeder-service lines in districts where track construction was not warranted in the first decade of the 20th Century.

Two gasoline-operated bus lines were innovated in 1918-19 — the No. 1-Park coach line crossing Golden Gate Park from 10th Avenue and Fulton Street to 9th Avenue and Judah Street; and the No. 2 line, traversing the Great Highway between Sloat Boulevard and the Geary Street terminus at Ocean Beach.

Arrival of the auto

As early as 1906 automobiles — a dozen or so to be seen on the City's streets were seemingly innocuous and posed no immediate threat to the current development of electrical and rail transit systems.

By 1922, and during the era of the "Golden Twenties", automobiles were causing dwindling transit patronage and serious street traffic congestion problems.

Nation's cars deteriorate

As the decade of the 20's closed out, huge numbers of the nation's streetcar lines had deteriorated badly — in equipment upkeep and finanically.

Years of pared-down maintenance had exacted their toll on trackage and wiring throughout the nation. Tens-of-thousands of streetcars, badly neglected, were falling apart.

Market Street Railway

The most significant move in the 20's was the emergence of the Market Street Railway Company, which bought out the old United Railroads in 1921 — (operating profitably in 1924 with a net income of more than $1.3 million).

The takeover hardly was noted. The first indication most San Franciscans had that their city's then largest transportation system had changed hands was, when, overnight, the long familiar "U.R.R." insignia was painted off the sides of the green cars and the name "Market Street Railway Company" substituted.

Era of Samuel Kahn

In November 1925 control of the MSR was acquired by the Standard Power & Light Corporation, a subsidiary of the Standard Gas & Electric Company. Management was assumed that year by the Byllesby Engineering & Management Corporation with Samuel Kahn named Executive Vice President. He succeeded Mason B. Starring as president of the directors in 1927 (serving until the company passed into municipal ownership September 29, 1944)

Many improvements were begun after the Byllesby takeover, among them construction of 237 new car bodies at Elkton Shops between 1923 and 1933.

San Mateo line

Perhaps the chief improvement — having the greatest popular appeal — was the introduction in 1927 of leather-cushioned seats in the cars. Up to that era streetcar seats in San Francisco were either plain wood or upholstered rattan. Many cars had the unpopular longitudinal seatings.

The San Mateo interurban line was upgraded during the mid-twenties. Large and heavy interurban cars in service since 1906 were replaced in 1923 by refurbished 1200-Class cars — the very same cars which originally opened through-service to San Mateo in 1903.

"White Front" Car —

Car 809 emerged January 13, 1926 from the Elkton Shops — the first white front car. So successful did the 809's gleaming white front prove that all of the company's cars were put through the paint shop. The company patented its illuminated white front idea in February 1927.

The company's first motor coach line was inaugurated in 1926, operating from Mission and Brazil streets over a loop route via Mission, Excelsior, Vienna, Brazil, Prague, Russia, Moscow, Italy, Naples and Brazil to Mission.

Cliff Line's demise

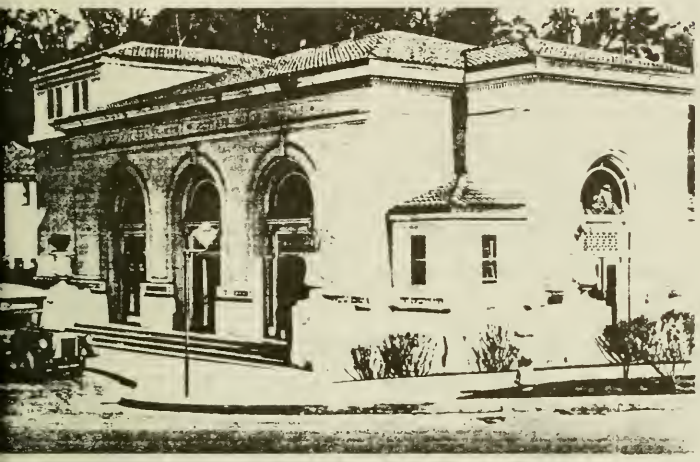
In February 1925 the Market Street Railway suffered a major setback when the famed No. 1-Cliff Line was forced to shut down after a section of the right-of-way along the cliffs near Land's End slid into the Golden Gate below. One of the world's most scenic car lines at the time, it was forced later to terminate at 33rd Avenue and Clement Street.

Many franchises of the MSR expired in 1929. In November 1930 the voters of the city adopted a charter amendment which permitted the Market Street Railway to surrender its remaining franchises to the City and County of San Francisco in exchange for a blanket 25-year operating permit.

(Next: Demise of the MSR)

MUNI'S FOREMOST PLANNER —

Engineer O'Shaughnessy did it all



FOREST HILL Station in the days of yore (circa 1927).

Thanks to the foresight of Michael Maurice O'Shaughnessy, foremost planner of San Francisco's Municipal Railway for 22 years (1912-1934), the linkup of the City's downtown Muni Metro subway with the Twin Peaks Tunnel was easily facilitated.

The easterly approach to the tunnel was constructed in 1917-18 with a further extension under Market Street envisioned by O'Shaughnessy. Elevation, location and the design of the easterly portion were set up to permit continuation of the tunnel under Market Street with only slight alterations needed.

As City Engineer, O'Shaughnessy also was responsible for the construction of Muni's tunnels, the Ocean Beach Esplanade, the Great Highway and Marina, Junipero Serra and Twin Peaks boulevards and the O'Shaughnessy Dam at Hetch Hetchy — San Francisco's main water supply.

Work at both ends of the Twin Peaks Tunnel was begun simultaneously on November 30, 1914. Total cost was $4,250,000, including construction and land acquisition. The tunnel is 12,800 feet long and 15 feet high; the walls are 21 inches thick and made of concrete, as are the 18-inch thick roof slabs. The concrete, mixed by hand mixers, was hauled by horse-drawn wagons.

The Twin Peaks Tunnel was opened February 1, 1918, paving the way for the settlement of some 4,000 acres of home sites.

Original cost of the tunnel was $4.5 million — provided by property assessments.

A year after being hired as City Engineer, April, 1913) O'Shaughnessy began construction of the Stockton Street Tunnel. The tunnel, dug by hand, extended from Bush Street to Stockton. Its construction was delayed because the tunnel ran into the Hotel Victoria's foundation. A new foundation had to be built underneath the eight story building.

Despite the delay, the $600,000 Stockton Street Tunnel, paid for by downtown merchants, was completed December 8, 1914.

O'Shaughnessy planned for the future. In the Municipal Reports of 1918 and 1914, he wrote: "On account of increasing congestion on Market Street, this City's principal commercial artery, it is generally conceded that the time is not far distant when a rapid transit subway will be necessary under this thoroughfare."

O'Shaughnessy began excavations for the Duboce Tunnel in 1926, completing it October 21, 1928.

When O'Shaughnessy wasn't building tunnels, laying track or designing streetcars, he worked on the Hetch Hetchy Water and Power Supply Plant, Eleanor Dam, O'Shaughnessy Dam and Priest Dam — all in the Yosemite area of the Sierra Nevada. He also designed the City's main sewer system under Golden Gate Park.

Novelist Jack London, one of O'Shaughnessy's closest friends, called him "a daring engineer who conquered gorges and jungles, and built enduringly in concrete and masonry."

Routes K-tngleside, L-Taraval and M-Oceanview use the tunnel facility, pending the introduction sometime next year of the Muni Metro LRVs.

Video scanning System is tested on Muni coach

Electronic Systems & Service recently demonstrated the workings of its video transmission surveillance system aboard a Muni coach at Presidio Division.

The camera transmitted pictures of a coach's interior over regular radio to Central Control where it was scanned on a television screen monitored by Muni dispatchers.

The new system — which Muni is considering adopting — "transforms video signals to audio tones. At the receiving station it transforms audio tones to video pictures," Larry Cabaniss, ESS representative, explained.

The pictures can be stored on a standard audio cassette recorder and played back on a video monitor for future viewing.

The system, which includes video camera and monitor, audio cassette recorder and transmission equipment, sells for about $3,000 completely installed.

Present plans call for a station inside the West Portal entrance to include a twin platform car stop and landscaped areas.

An underpass is in the works for the St. Francis Circle area to enable the K and L lines to avoid a major bottleneck where five main traffic arteries intertwine.

The new $12 million Twin Peaks Tunnel renovation project involves structural repairs, installation of a forced ventilation area and a water main for fire-fighting throughout the length of 2.25 miles of tunnel.

The tunnel's Forest Hill Station, built in 1917, is expected to be razed, to be replaced by a new, modern station costing some $14 million.

The firm of Esherick, Homsey, Dodge and Davis/Rutherford and Chekene has been awarded a design work contract of not more than $595,900 relating to the reconstruction of the Forest Hill Station.

Muni is reviewing two basic alternatives developed by the contractor. One plan would retain the existing station; the other removes it.

Historical concerns dictate extensive analysis relative to the existing structure.

Upon making a final choice, the consultant will then prepare preliminary drawings, cost estimates and assist in obtaining the necessary approval of the design. Design services are now about 25 percent complete.

Construction (or renovation) is scheduled to begin January 1980.

A preliminary engineering report by an architectural firm which designed five BART subway stations, declared that rehabilitation of the Forest Hill Station is impractical.

List of persons permitted free Muni rides is cut down

In order to effect a cost-savings to increase Muni revenue, free transportation on Muni transit vehicles now will be restricted to the following persons:

• Police when presenting a regulation-sized seven-pointed star bearing the words "San Francisco Police" with number.

• Patrol special police officers, when in full uniform and presenting a pointed star reading "Patrol Special Police, S.F.," numbered consecutively from 2,500 up.

• Auxiliary police reserve officers only when in full uniform and wearing a six-pointed star reading "San Francisco police reserve series 3,000.

• San Francisco deputy sheriffs, when presenting a regulation seven-pointed gold star bearing the words "Deputy Sheriff San Francisco" in black lettering with number and rank.

• Muni Transit Police when presenting a regulation size six-pointed silver star bearing the words "San Francisco Muni Transit Police" in blue lettering with number.

• Mail carriers on duty wearing a regulation badge or who display a Post Office identification card and are carrying a regulation satchel or a U.S. mail sack.

• Blind persons with or without Muni Railway blind pass, and partially blind persons who have a valid pass, whether or not they use a white cane or are accompanied by a guide dog, (full fare to be collected from an attendant of the blind person, no fare for the guide dog).

• Municipal Railway employees, active or retired, presenting an annual employees' pass with employees' photograph and signature.

• "Sisters of Charity" in religious garb.

• Individuals who provide a special service to the Muni Railway when presenting a current employees' pass.

Heaviest Used Line

Most heavily patronized line in the San Francisco Municipal Railway system is the No. 38-Geary line with more than 49,000 passengers daily — followed by the No. 14-Mission and No. 30-Stockton, with about 37,000 passengers each.

28 graduate from operation-training

Twenty-eight new operators were graduated from Muni's Operation-Training School in October, according to Gene Henderson, Safety & Training Supervisor.

They were:

Oscar de Altonaga, Lester Barnett, James Henry Boone, Charles Bryant Jr., Larry James Davis, Calvin Perry Dean, John Dudley, Charles E. Edmondson, Judy E. Freeman-Bailey, Julian Morris Gunz, James E. Herron; David Hoffman;

Johnny Joubert, Calvin Woon Lee, Ralph C. Lewis, Oscar B. Luz, Dorain M.C. McLeod, Dwight Minor, Henry Sham, Jessie W. Smalley, Clifton Wesley Smith, Geary Alonzo Terry, George T. Young, Edward K. Wall, Robert Lee Williams, Larry D. Woods, Tony K Wong and William Wycke.

RECENT PLATFORM PERSONNEL HIRES

Barnett, Lester	Woods
Bryant, Charles Jr.	Woods
Davis, Larry J.	Kirkland
Dealtonaga, Oscar	Woods
Dean, Calvin P.	Woods
Hoffman, David	Kirkland
Joubert, Johnny	Potrero
Luz, Oscar B.	Kirkland
Minor, Dwight	Woods
Powell, Earl L.	Potrero
Smith, Clifton	Kirkland
Wise, Cornelius	Potrero
Wycko, William C.	Potrero
Young, George T.	Geneva

John J. O'Neil, oldtime conductor . . .

John J. O'Neil, 86, was a Municipal Railway conductor from 1920 to 1955.

His daughter, Ethel O'Neil, as secretary to the General Manager, conducts Curtis E. Green through the trials and tribuations of each day's work.

Mr. O'Neil worked on the streetcars out of the Potrero Division — on just about all lines (Ethel particularly remembers the Union Street dinkey).

A native of Tacoma, Washington, he was the son of John C.B. O'Neil, once chief plumbing inspector for the City of Tacoma, who was lured to the Yukon gold fields.

Mr. O'Neil was a well known San Francisco semi-pro baseball player; and he performed with distinction on Muni baseball teams.

He was married to the late Ethel O'Neil for 56 years.

WELCOME ABOARD

NEW MISCELLANEOUS EMPLOYEES

(September Hirings)

Abarca, Thomas	8202-Security Guard	NCS-New with City
Allen, James	1760-Offset Machine Opr.	NCS-From Perm-1404
Cleveland, Rose	2708-Custodian	Perm-New with Muni
Conoly, Richard	9180-Transp. Div. Supt.	Temp-TCS from S104-Driver
Cook, Gregory	1404-Clerk	Temp-TCS, New with Muni
Craft, C.B	9144-Tras. Serv. Insp.	Perm-From S104-Driver
Davenport, Kenneth	9102-Trans Car Cleaner	Perm-From DPW
Davis, Daniel	7318-Elec. Maint. Tech	Perm-New with City
Dawson, Mary	9102-Trans. Car Cleaner	Perm-From City Hall
Fishel, Christopher	7318-Elec. Maint. Tech.	Perm-New with City
Liu, Lorelyn	1446-Sr. Clerk Steno	Temp-TCS, New with Muni
Manglicmot	1650-Accountant	Perm-From Controllers Office
Payne, Leon	9155-Claims Investigator	Perm-From Water Dept
Romeyn, Charles	9134-Transp. Schedule Supr.	NCS-From Perm-9129
Yiu, Benson	9409-Elec. Trans. Serv Wkr	Temp-NCS-7409

September Muni driver Carter 'super excellent' choice

William R. Carter, 64, operator of a Muni No. 27-Noe coach, Woods Division, was named Muni-Driver-of-the-Month for September. Carter, twice runnerup for the honor and possessor of more than 100 commendations, has been with Muni for 24 years.

He received his awards at a ceremony Friday (October 27) at the Woods Division, 1001-22nd Street.

Loyal passengers, relatives, friends, Railway co-workers, employees and officials, including Public Utilities General Manager John B. Wentz and Muni General Manager Curtis E. Green, attended the ceremony. Carter was presented a $100 check from Ron Potter on behalf of Metro Transit Advertising; and U.S. Savings Bonds from Lawrence Martin, President of the Transport Workers Union (TWU), Local 250-A, and Tom LaGrone, LaGrone's Insurance Agency.

John Virgil, Superintendent of Woods Division, when hearing of Carter's selection, commented: "Couldn't have been a better choice. He's super excellent. Always cheerful, polite and a fine operator."

'Just a country boy'

Born on a Missouri farm, Carter attended high school in nearby Jefferson City. His first job was working in a garage. From 1937 to 1944 he owned a rural, two-pump service station.

He joined the Marines in 1944 serving with an ordnance outfit and participated in the Iwo Jima campaign during the fall of Mount Suribachi.

Recalling that "some 19,000 marines were slain, including a close foxhole buddy," he said he was lucky to go unscathed. "No bullets whistled around my ears," he said. Later he served with the occupational forces in Japan.

Returned to the inactive list in 1946, he worked in the mailroom at Lincoln University (Jefferson City) until 1950. "Can't say that I didn't attend college," he said.

Carter was called back into the reserves in 1953 for duty with occupational forces in Korea.

In 1954 he joined Muni and worked out of the Cable Car Division. He also worked at Kirkland and Potrero Divisions.

"What's the hurry?"

Closest brush with death he ever had WASN'T during the South Pacific combats — although, he chuckled, "I was once erroneously reported 'missing in action' " — it was aboard a No. 25-Bryant coach in the '50's at Midway Village. "Our bus was peppered with bullets .. an inspector later asked anxiously, 'was there any delay?' "Heck no," Carter replied, "I cut out fast, rounding the loop on two wheels!"

Carter and his wife, Levail, have a son who is a bus driver, LeJeune Carter (named after a World War II general), who operates a 10-Monterey coach; a married daughter, Willyeta Carter; and three grandchildren.

Fishing in the Delta Area and at Rio Vista on the Sacramento River is his relaxation, "but I'm a fish-a-day fisherman," he said.

Does he have any specially-favored passengers, he was asked. He retorted: "They're ALL special."

Transit police candidates for merit citation

Municipal Transit Police Officers Cheryl Paratore and Fred Stroud have been recommended for a San Francisco Police Department meritorious award by Donald A. Goad, MTPO Lieutenant.

The pair closed in on a holdup and saw the robber brandishing a weapon. When the suspect fled they took off after him, although unarmed. The Transit officers apprehended him, with the aid of a citizen at 133 Powell Street.

The suspect was found to be an escaped prisoner from the State Penitentiary, serving time for two homicides. The "gun" was found to be a toy pistol.

"The action taken was above that expected of them," Lieutenant Goad said. "Thier willingness to place their lives in danger to protect citizen . . . should be particularly noticed, believing, as they did, that the gun was real and that their lives were semmingly threatened."

Muni Miles Traveled

The San Francisco Muncipal Railway operates vehicles over more than 85,200 daily scheduled miles within the 45-square miles of the City and carries about 486,500 passengers on an average weekday.

Drivers' Ass'n. "Toys for Tots" drive

Some 40 members of the San Francisco Muni Drivers' Association, Inc., (SFMDA) have begun a "Toys for Tots" drive with toy bins set up at Muni's six divisions.

Calvin Davis, the SFMDA President and founder, said that "the success of the campaign depends heavily on the support of both the 1,800 Muni drivers and the Public."

Davis said he now has the backing of King Norman, the Richmond District's famed toymaker, "who has promised to contribute a 'truckload of defective toys' and the promise of Goodwill Industries that it will repair the donated broken toys."

The "Toys for Tots" program, begun in July, will run through December 17.

The SFMDA was created by drivers at Potrero Division concerned about their "public image" and ways to improve it. The organization was formed to establish, renew and maintain passenger/driver relations by day-to-day contact and community service projects. The membership incorporated to enable the drivers to create a self-sufficient entity to finance charitable community endeavors.

Catalyst for the Association is its president, Cal Davis.

"The Association is grateful to Muni Management for its cooperation in permitting toy collections bins to be placed on Railway property," he said, "and for the privilege of being allowed to place signs on Muni transportation vehicles pointing up the Toys for Tots program — thanks to Muni and Metro Transit Advertising.

Wood to build the boxes was donated by Margil Construction Company. King Norman's Kingdom of Toys contributed a truckload of new toys transported to Goodwill Industries on a truck furnished by Dr. H.M. Brady, local dentist.

Muni divisions cooperating in the program are: the Cable Car Division, 1201 Mason Street; Geneva Division, 2301 San Jose Avenue; Kirkland Division, 2301 Stockton Street; Potrero Division, 2500 Mariposa Street; Presidio Division, 949 Presidio Avenue; and the Woods Division, 1001-2nd Street.

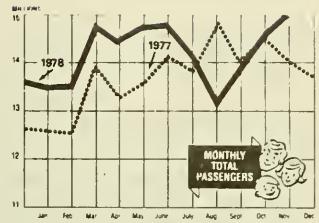
The SFMDA is located at 1880 Fell Street, Suite 5, S.F. 94117 (dial 386-5386).

Bay area transit

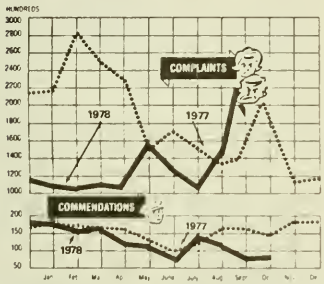
A total of 650,750 daily trips occur between San Francisco and the adjacent Bay Area cities and counties, with major travel movements between San Mateo and Alameda Counties and San Francisco.

Transit stops

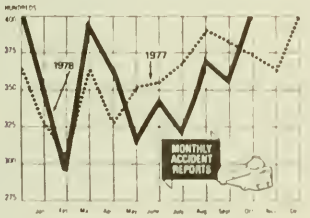
The San Francisco Municipal Railway has more than 6,000 designated transit stops in San Francisco, usually identified by broad yellow stripes on utility poles.



TRANSIT TRAFFIC during September aggregated a total of 14,681,288 passengers — a gain of 323,980 over August and 16,081,722 in October.



COMPLAINTS received by the Bureau of Public Service totaled 2,033 for September, but were down to 1,869 for October. Commendations, numbering 81 in September rose to 86 in October.



OPERATIONAL ACCIDENTS totaled 356 for September and rose to 402 for October.

TROLLY TOPICS

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John B. Wentz, *General Manager*
Public Utilities Commission
Curtis E. Green, *General Manager*
Municipal Railway
Joseph I. Haughey, *Editor*
Les Teal, *Photographer*

ANDY DONOHOE and his wife, Ethna, gaze at a plaque commending the Cable Car conductor on his recent "heroic action" in a robbery incident.

Police present transit citations to Muni men

Andy J. Donohoe, Cable Car Division conductor, and Robert Ervin, Woods Division operator, were presented plaques for outstanding service by the San Francisco Police Department at a recent Hall of Justice ceremony.

Donohoe, a 48 year old robust Irishman (born in County Letrim, Ireland) witnessed a 98 year old man getting beaten and trampled near the Powell-Market Street turntable. He jumped off the cable car to beat off the attack, suffering a five-stich cut over a blackened eye before subduing the assailant with the aid of two plain clothesmen who came upon the battle scene.

"It was a helluva donnybrook," Donohoe recollected, almost wistfully.

Donohoe has a wife, Ethna and four children: Colleen, 18, who attends USF; Maureen, 16, Claremont High School in South San Francisco; and Andrew, Jr., 14, and Edward, 12, students at Jefferson High (Daly City).

Ervin, a Muni bus driver, was cited for his actions following a traffic accident at the 25th Avenue and Noe Street intersection.

Two male drivers involved in the accident, were arguing violently when one of the drivers stabbed the other. Ervin, who witnessed the fracas, stepped between them and talked the knife-wielder into surrendering his weapon

Busiest Transit Stop

Busiest San Francisco Municipal Railway transit stop location is Market and Powell streets with nearly 17,645 passengers boarding daily. Second is the Market-Third-Kearny-Geary complex — nearly 15,300 daily.

"Hawk" is ready to nestle down in retirement

The "Hawk" is ready to retract his talons and retire to his nest.

The "Hawk" is P.Q. (Hawk) Hawkins, a Muni chief traffic inspector, now retiring after 31 years with the railway company.

"What does P.Q. stand for?" he was asked.

"Why — Phinus Quentus, of course," he responded.

The "Hawk" was born August 1, 1918 in Gilbertsville, Kentucky "near by Possum Trot," where "such a name ain't nary a bit strange . . . in Possum Trot they all got classic Kaintucky handles."

A former carpenter, Phinus Quentus arrived in San Francisco in 1933. "While I hail from Kaintuck' I'm more San Franciscan than most natives," he proudly states.

Hawkins has two grown children: Craig, 37, a painter, and Christine, 28, a waitress at the Cloisonne in San Mateo.

His retirement dinner was held Friday, November 17, at the Sons of Italy Hall, 5051 Mission Street.

Pulling Out

You feel new
clean, ready
punched,
set upped
you feel good
if only every trip
could start
like a pull-out
drivin' would
be a breeze
you'd be cool
mellow, nice

but by mid-day
the coach is dirty
you're sweaty
your transfers
runnin' low
your cool gone
engine runnin' hot
you can't wait
to pull in

- Michael K. Thurman
Kirkland Division

In Memoriam

Jerry Redcross, a Transit Equipment CETA clerk, succumbed from lymphsarcoma — a form of leukemia — October 2, 1978

"Many Muni blood donors who came to his aid, as best they could, should be commended," Curtis E. Green, Muni General Manager, commented.

Jerry required platelet and whole blood transfusions on the average of every 14 days for a long period prior to his demise.

Donations were made at the Irwin Memorial Blood Bank, 270 Masonic Avenue, by fellow Muni employees and his friends, relatives and acquaintances.

V.4, no.9
Dec 76-Jan 79

muni

TROLLEY TOPICS

Vol. 4, No. 9 San Francisco Municipal Railway — *"The People's Road"* December '78 - January '79

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Santa gives Muni a 'new toy'

* * * *

Muni got a new "toy" for Christmas.

It's a spanking new 25-ton wrecker, a Holmes Model 750 on a Peterbilt 359-S-13 truck chassis.

The "Wrecker" has a Detroit diesel engine and an Allison automatic transmission.

The crane-vehicle was purchased through United Metropolitan Transportation Association (UMTA) funding.

The vehicle will be used by the Muni to tow disabled or damaged railway vehicles to service and repair facilities. It was procured "to provide support to the new Light Rail Vehicle system to insure continuity of service", according to George M. Duarte, Muni Deputy General Manager.

"This is a piece of equipment procured to serve all transit modes — cable cars, diesel coaches, electronic trolley coaches, President Conference Cars (PCCs), and LRVs of Muni's multi-model transportation system," Duarte said.

"This vehicle will be available 24 hours a day, seven days a week, to maintain railway operations.

"Maintenance of this wrecker should be assigned to the heavy duty section at Woods Maintenance Center.

"I recommend that you consider assigning this vehicle to the light duty section at Woods for operation and daily maintenance because this section maintains a 24-hour seven-days-a-week operation. . . and is fairly accessible to the freeways. . . it can travel to whatever part of the City necessary in a minimum amount of time.

"Central Control has been advised that the wrecker is available, and will be calling directly to its location when needed. The contract with commercial tow-truck companies will no longer be used.

A RECENT picture of the late mayor citing Robert Ervin, Woods Division operator, for "outstanding service" (Mrs. Ervin is in the center). After witnessing a stabbing attempt, Ervin managed to talk the knife-wielder into surrendering his weapon.

PUC tribute to memory of late mayor

(Here is the San Francisco Public Utilities Commission Resolution noting the tragic demise of former Mayor George R. Moscone):

There is nothing in the realm of human understanding that can tell us why we lost him, we turn, therefore, to our memories of George R. Moscone, for a time too short our Mayor, and for many years our friend.

Our sympathy, our hopes, and our prayers go out to Mrs. Moscone and her children, along with heartfelt assurance that a treasure of memories will be with us forever.

Although deeply grieved, we will cherish our memories of this man who would always have retained the exuberance of youth—of his laughter in the passage-ways of City Hall, of the warmth of his hand.

We are sincerely thankful for having had the opportunity to observe his gift of intuitive administrative skill and leadership, while sharing a rewarding association and warm friendship with George R. Moscone; now, therefore, be it resolved, that the Public Utilities Commission for the City and County of San Francisco declares the hope that perhaps the people of San Francisco can find a measure of consolation in their days of grief by recalling their memories of George R. Moscone, the Mayor who found joy in his dedication to them.

Muni's tunnel system

The San Francisco Municipal Railway's chief tunnels are the Twin Peaks Tunnel, 11,925 feet, the Duboce (or Sunset) Tunnel, 4,641 feet, and the Stockton Tunnel, 910 feet.

S.F. TRANSIT HISTORY — PART VII

P.C.C. cars "ran too well"

As the decade of the '20s came to a close, many of the nation's streetcar lines had deteriorated sadly in physical equipment as well as financially.

Years of pared-down maintenance had taken their toll of trackage and wiring and tens-of-thousands of streetcars were falling apart.

In 1929, the Electric Railway President's Conference Committee pooled some $1 million for research on what would ideally constitute "the most practical and durable streetcar possible to make" — formed from ideas of some 25 of the largest transit companies in the U.S.

Five years later was born the "dream streetcar" — what San Francisco now knows as the very serviceable Muni P.C.C. car — a sturdy old reliable when kept up to par.

As smooth as glass

In the opinion of the times, it's introduction proved to be a wonderment: it glided along in spooky silence with none of the clattering and heavy rumbling of previous half-century trolleys.

The P.C.C. cars still boast smooth but swift acceleration, have sure brakes and ride with the music of a train clacking along down track — in the tradition of oldtime trains.

By the late '30s PCC streetcars were used widely throughout the country. Operators, motormen, company treasurers and the riding public unanimously praised them.

Previously die-hard oldtimers had denigrated them.

Frank Rowsome, Jr., in his Trolley *Car Treasury* book commented: "for them a PCC car ran much too well; it had no character; and it looked rather like a bus, a kind of ultimate depravity."

Buses posed a threat

Arrival of the PCCs slowed down the national decline in electrified track mileage, which — after peaking in 1918 — had dwindled steadily each succeeding year.

Some trolley advocates insisted that if the PCCs had arrived earlier "the lumbering, oily-breathed buses might not have had been so easily entrenched in the civic transit scene, bringing on the pernicious spread of bustitution."

It also was contended that "in certain special circumstances, notably high-density runs on wide streets, that electric trolleys were still superior to gasoline buses in carrying the most people at the highest speed for the least cost."

Bus advocates, unable to use sentimental advocacy, simply listed competitive advantages, they cited lower costs, safety and convenience of curb-loading, freedom from blockages in loading zones, flexibility of routing and elimination of rails and overhead wiring.

Eastbay terminal built

Starting on January 15, 1939, San Francisco had achieved its long-awaited rail tie-in with eastbay cities. Terminal of three interurban companies operating over the bridge was a three-track streetcar loop in front of the bridge railway terminus, providing the Market Street Railway and Municipal Railway cars with a new downtown terminal — supplanting the traditional terminus at the Ferry Building the transbay ferry service, except for several boats connecting with steam trains, ended that day; San Francisco's historic Ferry Building subsided in importance — its day was done.

Costing about $2 million, the new terminal was a model of passenger movement efficiency.

With the Market Street Railway in straitened financial circumstances (as usual), the cost of the loop ($154,046) was borne entirely by the Municipal Railway.

Disastrous Muni year

During the 1932-33 Depression, Muni suffered its worst financial year, carrying 46.4 million passengers compared with 72.1 million in 1929 (lowest number since 1920). The Market Street Railway carried 151.2 million riders, compared with 195 million in 1929.

The electric trolley coach came to San Francisco June 10, when cars of this type were assigned by the Market Street Railway to its No.-33 Eighteenth Avenue and Park Line (now the No. 33-Ashbury.)

On January 15, 1939, the Key System began rail service to San Francisco on the San Francisco-Oakland Bay Bridge.

During World War II, with thousands of servicemen and defense workers moving into San Francisco and the imposition of gasoline and tire rationing, there was a spectacular increase in transit patronage of 272.4 million in 1944.

In 1933-34, the Market Street Railway cut back from 710 streetcars to 440, from 275.7 transit miles of single track to 197 and from 46 to 38 cable cars. Nine bus routes were eliminated. Nine trolley coaches operated on 10.2 miles of routes.

City acquires MSR

In 1944, the traditional five-cents fare was increased to seven cents (cash or token).

On September 29, 1944, the City acquired the Market Street Railway Company and only one privately-owned company — the California Street Railway Company — remained.

Commission raps MSR

The California Railroad Commission castigated the Market Street Railroad in a 1944 blast for its "chronic financial difficulties.

"There is evidence of longtime neglect, of mismanagement, of indifference to urgent public need, and of other matters inevitably productive of poor service...", the commission said, "for the consequences of such failure the company must assume responsibility".

"The character and quality of such service have grown progressively worse."

Samuel Kahn, head of the MSR, retorted "deferred maintenance was an obligation to his stockholders."

The Commission responded by saying that "the first obligation of the company was to its patrons" and that "money allowed in rate proceedings should not be devoted to paying off debts."

With competent men off to war, MSR hired anyone it could to operate cars... a rash of accidents immediately ensued.

The Railway continued to limp through the war.

The end of the Line

Finally, May 16, 1944, voters approved the purchase of the Railway's operative properties for $7,500,000.

On September 14, 1944, a contract, authorized by section 119.1 of the Charter of the City and County of San Francisco, was entered into between the City and County of San Francisco and the MSR. And, as of January 9, 1958, the Market Street Railway was obliterated.

Smallwood's book on S.F. Transit history reissued

For railway buffs, Charles Smallwood's "The White Front Cars of San Francisco" book has been reissued.

This volume, published by Interurbans (Box 6444, Glendale, CA 91250) sells for $35. It is a detailed history, in pictures and text, of the Market Street Railway — a private San Francisco company which provided streetcar service for The City between 1921 and 1944, when it merged with the S.F. Municipal Railway.

Transportation buffs can pore over maps of the system, photos of the cards, tables showing when such cars were retired, or how the Muni renumbered then, and comparative photos of car interiors.

The first edition of this classic, published in 1971, sold out almost immediately.

Muni's 66th birthday —

Mayor Attends Driver-of-Month ceremony

Mayor Dianne Feinstein attended the "Muni-Driver-of-The-Month" ceremony, December 28 at Muni's Kirkland Division.

The Mayor also cut a large birthday cake celebrating Muni's **66th year of operation.**

Selected "Muni-Driver-of-the Month" was Oreal Parker, a No. 24-Divisadero operator, with Muni's Kirkland Division for 18 years.

Parker received citations from the Mayor, from John B. Wentz, General Manager of the Public Utilities Commission; a $100 check from Paul J. Phillips, General Manager of Metro Advertising; and U.S. Savings Bonds from Lawrence Martin, President of the Transport Workers Union Local 250-A, and Tom LaGrone, LaGrone's Insurance Agency.

Born in Beaumont, Texas in 1934, Parker arrived in San Francisco when nine years old. He attended San Francisco schools — Brete Hart Grammar School, Marina Junior High School, Galileo High School and City College of San Francisco where he was a track sprinter and a baseball player.

At Galileo in 1953 he was named All-City catcher. Parker, who also played some basketball, competed against such famed local athletes as Casey Jones (Commerce High School, USF and later with the pro Boston Celts); Jim Gentile who pitched for Sacred Heart High School and later for the Brooklyn Dodgers); Kenny Flower, who set a cage scoring record of 34 points for one game while at Lowell High School; and the great Frank Robinson of Oakland's McClymonds High School (who later played for the Baltimore Orioles and managed the Cleveland Indians).

After leaving school, Parker worked as a checking clerk for The Emporium from 1955 through 1960. He joined Muni as a bus operator at the Kirkland Division in October, 1960. Since then he has accumulated dozens of commendations.

Parker has a wife, Dorothy, and two daughters, Sharon, 20, and Vicki, 17. Sharon, rated an excellent tennis prospect, attends San Francisco City College. Vicki, a badminton and volleyball player, attends Serramonte High School in Daly City.

Parker's wife works for the Lloyds Bank of California in Westlake.

One passenger, Mable Brown of 1854 - 25th Street, wrote about Parker: "My daughter, Debra, returning from a visit to Mt. Zion Hospital after seeing her recently-born baby, became very ill on the bus he was driving. The driver, who was ending his shift, went out of his way to take her back to the hospital.

"Later Debra returned home well — thanks to the prompt and alert attention of your driver."

HER HONOR, Mayor Dianne Feinstein, and the Muni-Driver-of-The-Month Oreal Parker. . .

Carcards warn: 'protect your purse'

Purse-snatching is now averaging 110 incidents a month in San Francisco, up 32 percent since the year's beginning with one out of every five victims Muni clients, according to Police Lieut. Frank Jordan of the SFPD Crime Prevention Detail.

In an effort to alert the public, Chevron USA had carcards created for installation on Muni lines with the greatest frequency of purse-snatching. The vehicle interior cards are being placed free by Metro Transit Advertising.

Passenger and revenue totals show upswing

Revenue passengers for the fiscal year 1977-78 numbered 10.5 million, compared to 9.9 million the previous period — a gain of 532,819 or 5.3%, according to the Muni Accounting Department.

Total passengers, which includes revenue passengers plus transferees (or those boarding a second or third vehicle on a one-way trip), were counted at 170 million for the past fiscal year, compared to 159.3 million for 1976-77, a gain of 10.7 million or 6.7%.

Passenger revenue amounted to $24.8 million for this fiscal year, and $23.2 million for the 1976-77 fiscal year, a rise of $1,602,028 or 6.9%.

Muni revenue vehicles

The San Francisco Municipal Railway currently has a total of 1,003 revenue vehicles, including 503 diesel coaches, 345 trolley coaches, 115 streetcars and 40 cable cars.

Health plans set for temporary City employees

The Health Service Board is now disseminating information on the Kaiser Foundation Health Plan and the Children's Hospital Health Plan to temporary City employees and their dependents.

Temporary employees must enroll in January from January 1 to January 25 to become effective February 1, and in July from July 1 to July 25 to become effective August 1 of any year.

No medical examination is necessary for enrollment.

Members must pay the Plan directly and will be billed directly for subsequent months.

Applications are available in the office of the Health Service System, or may be obtained from: Kaiser Foundation Health Plan (telephone 929-5230 and ask for Group Plan 9-888); Children's Hospital Health Plan (387-8700, extension 777).

KAISER FOUNDATION		CHILDREN'S HOSPITAL
$28.29	individual member	$35.00
$54.27	member, one dependent	$68.00
$76.69	member and family	$96.00
$16.23	member enrolled in Medicare	$17.00

Muni Metro Task Force formed to cope with transit

A Muni Metro Task Force has been formed to pave the way for the oncoming Muni Metro system.

Program Director of the group is Farrel Schell. Other members are Don O. Cameron, Superintendent of Muni's Geneva Division; Gail Freeman, Muni's Electric Transit Equipment Supervisor; Peter Straus, Muni's Planning Division; and Tom Mullany, Transit Improvement Program (TIP).

Chief purpose of the Task Force is to implement development of a master plan involving the inauguration of the Muni Metro system, scheduled to begin operations in the Fall of 1979.

The master plan involves:

- setting target dates for "phasing in" Light Rail Vehicle service on all City rail routes and the Market Street Subway;
- installation of plants and equipment necessary for Muni Metro operations;
- staffing of personnel via Civil Service classification;
- arranging needed contractural services;
- meeting the "sequence of events" needed for completion of Muni Metro subway maintenance operations without adversely affecting the rest of the railway's operations;
- development of schedules designed to increase revenue;
- development of plans to build non-revenue vehicles;
- development of maintenance techniques to master mechanical, electrical and electronic components;
- maintenance of buildings, yards and right-of-ways;
- completion of operational management informational systems;
- development of a car-warranty program;
- installation of a modernized fare-collection and cash-handling system;
- regulation of a spare-parts and supply operation;
- analytic studies of maintenance and operating personnel needs to keep pace with Muni's Metro system developments;
- development of a large-scale marketing program;
- coordination of subway operations with BART;
- monitoring of signal systems;
- supervision of coupling procedures during test periods and at the outset of revenue operations;

Schell, the Program Director, has had 20 years of experience in engineering and planning.

His last 15 years has been devoted solely to rapid transit and urban transportation programs. His work has been involved with transit sub-systems, power distribution, transmission facilities and structural, mechanical and architectural design.

"I see this program as a real challenge. . . an excellent chance for professional growth and accomplishment," Schell said.

Schell is a graduate of Kansas University (a B.S. in architectural engineering, 1954, Tau Beta Pi). He also was a graduate student in business administration at the University of California (Berkeley), 1964-1966.

From 1968 through 1973, Schell was project engineer for Kaiser Engineers. Prior to that he was senior engineer with Bechtel Corporation (1963-67) and job engineer for Bechtel (1962-1963).

Schell was a resident engineer with Sverdrup and Parcel and Associates.

RECENT PLATFORM PERSONNEL HIRES

Farnam, Michael A.	Kirkland
Fong, Suo W.	Woods
Gerughty, David N.	Kirkland
Gipson, Dennis D., Jr.	Woods
Herzstein, Linda	Kirkland
Linn, Hoyt A.	Woods
Marenco, Rene V.	Kirkland
Salamanca, Volney	Kirkland
Washington, Donald	Woods
Wong, James K. S.	Woods
Wong, Johnny K.	Kirkland

Welcome Aboard

NEW MISCELLANEOUS EMPLOYEES

(October Hirings)

Adapon, Felix	7309 Car & Auto Painter	From temp. to permanent
Alonzo, Alfredo R.	7379 Elec. Tran. Mech.	NCS — new with City
Brown, Barbara S.	5287 Trans. Planner I	NCS-From Board of Supvrs.
Bennett, Donald B.	7318 Elec. Maint. Tech.	NCS-From temp. to perm.
Bessner, Ernest A.	9180 Trans. Div. Suv. perm.	From permanent 9162
Burns, Leonard L.	2708 Custodian	Permanent: new with City
Byrd, John E.	9102 Trans. Car Cleaner	From temp. to permanent
Calimquim, Eliseo	7318 Elec. Maint. Tech.	New with City, perm.
Cannon, Christopher	7410 Auto Serviceman	NCS from SFUSD
Creeks, Lillie A.	1446 Clerk Steno	NCS-new with City
Criss, V.C.	2708 Custodian TCS	Was Jarvis-Gann from perm.
Debono, John	7521 Track maint. wkr. Supv.I	From perm. 7458
Edwards, Igene	9102 Transit car cleaner	TCS-new with City.
Freeman, Luther	5288 Transit Planner II	From perm. 5287 to NCS 5288
Garcia, Pete V.	7346 Painter	From Brd. of Ed.-TCS
Gee, Donald Gin	7318 Elect. Maint. Tech.	Permanent, new with City
Hadi, Aryanto	7318 Elec. Maint. Tech	NCS-from perm. 7379
Haughey, Joseph I.	7310 Public Relations Ass't.	NCS-from TCS 8202
Higgins, Errol R.	7380 Elec. Tran. Mech. Asst. Supvr.	From 7379
Kong, Steve L.	2708 Custodian	TCS, from water dept.
Lee, Eric Kai	7379 Elec. Trans. Mech.	NCS from NCS 7409
Mancenido, Carmelita	1630 Acct. Clerk Perm.	From temporary 1630
Miller, Jonathan	7379 Elec. Trans. Mech. NCS	From perm. 7409
Peters, Robert	7346 Painter	From Brd. of Ed.-TCS
Peterson, David G.	7379 Elec. Trans. Mech. NCS	From perm. 7409
Rea, Mario C.	7379 Elec. Trans. Mech. NCS	New with City
Richardson, Scott D.	7379 Elec. Trans. Mech. NCS	New with City
Scholz, Henry J.	7379 Elec. Trans. Mech. NCS	From TCS-7409
Shaw, George	9102 Transit car cleaner, perm.	New with City
Shaikh, Mohammed S.	1220 payroll clrk., perm.	From Brd of Ed.
Solls, J.D.	7540 Track maint. wkr.	From temp. to perm.
Stellini, Charles C.	7379 Elec. Mech. NCS	New with City
Stone, Lawrence D.	7379 Elec. Trans. Mech. NCS	New with City
Thompson, James G.	9102 Transit car cleaner	From perm. 2708
Williamson, Ronald	7379 Elec. Trans. Mech. NCS	New with City

1978 was a 'very good year' for Muni Railway

Highlights of 1978:

Boeing Vertol Company and Muni jointly conducted a press preview-ride January 31 aboard one of the new 71-foot articulated Light Rail Vehicles through the Market Street Subway. The car was one of two prototypes which underwent tests this year in San Francisco — and a forerunner of a Muni fleet of 100 LRVs to be delivered beginning sometime this year.

* * *

A celebration marking the completion of the new Robert Frost Plaza was held April 10, coinciding with the Centennial of the California Street Cable Car line.

* * *

A $52 million system-wide modernization of Muni under the railway's Power Improvement Program (TIP) made great progress this year. The Market Street Subway, Twin Peaks Tunnel and Sunset (or Duboce) Tunnel now have brand new electrical systems. Several new substations have been completed.

Here are a few other current happenings:

- A low bid of $576,990 was submitted by L.K. Comstock Co. for converting the J-Church electrical system, from Duboce Avenue to 30th Street, to pantograph operation.
- The Public Utilities Commission awarded a $1,020,000 contract to Moore Construction Co. for building a new Bryant Street Substation and Power Control Center and installation of equipment.
- THE PUC also awarded a $220,000 contract for installing equipment in the new West Portal Substation to Emil J. Weber Electric Co.
- Two 3,000 kilowatt transformer rectifier units were placed in service in the new Carl Street Substation to supply power to the N-Judah line from 9th Avenue to Church and Duboce through the Sunset Tunnel.

THE SAN FRANCISCO Municipol Roilwoy's Elderly & Handicopped Progroms recently held a series of six (6) public heorings. Attending o recent meeting at the San Froncisco Senior Citizens Center ot Beach Street were (left to right): Mr. Roy Uzeta, Member of MUNI's Elderly & Hondicapped Boord of Control, Mrs. Leono Griffith, and Lyle Peterson, Coordinotor of MUNI's Elderly & Hondicopped Programs.

The new San Jose Avenue Substation was placed in service March 15, with a 4,000-kilowatt transformer-rectifier unit supplying power to the new Muni Metro Center and streetcar lines on Ocean Avenue.

- On March 15, 12,000-volt electric service connections were completed at the new Randolph Street Substation and a 3,000-kilowatt transformer-rectifier unit energized.

Work also has been virtually completed on feeder cable connections to transfer circuits and loadings from the old Turk Street Substation to the new Fillmore-Carl-and-Church Streets stations.

When work is completed at the Phelan Circle the $249,000 contract for converting the K-Ingleside line's overhead electrical system for pantograph usage will have been finished.

* * *

San Francisco's sparkling new $16 million Muni Metro Rail Center, located at Geneva, San Jose and Ocean Avenues, will house the new fleet of Standard Light Rail Vehicles (LRVs), expected to be delivered in the late Fall of the coming year.

* * *

The City's Cable Car system was on the verge of realizing a $10 million rehabilitation program.

* * *

The Public Utilities Commission said it was "gravely concerned" about accepting delivery of Boeing Vertol's LRVs "because of so many design and hardware deviations from many specified orders."

* * *

The John M. Woods' $14 million Motor Center, which provides maintenance for San Francisco's Muni diesel bus fleet, was completed in midyear.

* * *

By midyear Muni's $100 million face-lifting program neared completion with rerailment of some 56 miles of track to pave the way for the advent of LRVs sometime late in 1979.

* * *

Arrival of 100 LRVs late next year — each one costing $319,000 — is expected to increase passenger ridership to an estimated 12 million, in-and-out of San Francisco.

* * *

Some $400,000 in spending has been authorized to refurbish Muni's tried-and-trusted President Conference Cars (PCCs), part of a $1 million-plus system-wide maintenance "catch-up" fund under the Federal Title II Local Public Works Employment Act.

Track Control switches now being installed

New track switch controls are being installed at West Portal Avenue and Ulloa Street, West Portal and Junipero Serra Boulevard, Ocean Avenue and Lee Street, Duboce and Church Streets and at 17th Street and Church.

The system requires no on-board equipment. It is strictly a wayside system—vehicle-independent—and can be operated equally well by Light Rail Vehicles, PCCs, workcars or other rail vehicles.

Bay Area transit guide re-issued

A 1978-revised Bay Area Regional Transit Guide has been issued by the Metropolitan Transportation Commission out of its Berkeley headquarters.

The guide contains a map delineating all transit lines serving the San Francisco Bay Area, a map of BART stations, and separate maps of downtown San Francisco, downtown Oakland and downtown San Jose.

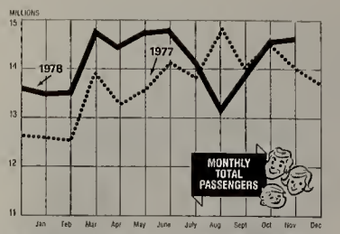
Detailed transportation descriptives of major Bay Area transit systems — a "how to get there" — are also included — entailing definitive information on airport connections, services and bus companies; information on AC Transit, BART, Golden Gate Transit, Greyhound, S.F. Mission Strect jitneys, Napa City Bus Lines, Peerless Stages, Sam-Trans, San Francisco Muni, Santa Clara County Transit, Santa Rosa Transit, Sebastopol minibuscs, Southern Pacific Railway, Traveler's Transit, Tri-City Bus, Tri-Delta Transit, and others.

All information numbers involving these systems are listed by boat or bus.

Copies of the Guide arc obtainable at Muni, 949 Presidio Avenue, S.F.

1978 road calls

Maintenance road calls for 1978 totaled 2,573, a rise of 6.90 percent over 1977's total of 2,407.



TRANSIT TRAFFIC totaled 14,681,-288 passengers during the month of November.

Turnaround for Market subway

Plans are underway "to develop a more viable easterly extension" for a turnaround at the foot of Market Street.

Considerations involved are with:

- physical surface areas;
- cricital situations with BART tubes;
- traffic problems during construction.

Sal Rodriguez named five objectives involved in the reconstruction of the Market Street Subway terminus:

- improvement of service;
- cost reduction;
- increased flexibility;
- increased safety.

Muni intends to provide a minimum of four-car storage space and a minimum of 150 feet of service and inspection pits at the site, plus housing for mechanical, electrical and personnel equipment.

Fare box pedestals installed in LRVs

Six fare box pedestals are being installed in three Light Rail Vehicles—No.-122, No.-1223 and No.-1224 now under testing at the Muni Metro Rail Center.

Howard B. Witt, President of Keene's Transit System Division, has assigned Vic Stroetzel as Keene's contact man on circuit boards with agreement to ship spare parts to Muni.

TROLLY TOPICS

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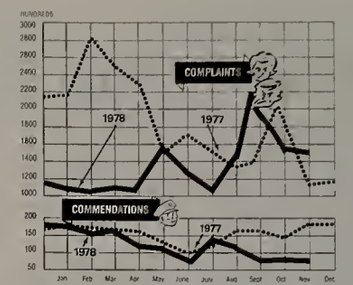
John B. Wentz, *General Manager, Public Utilities Commission.*

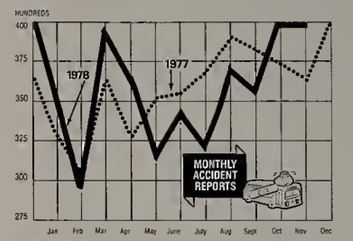
Curtis E. Green, *General Manager, Municipal Railway*

Joseph I. Haughey, *Editor.*

Les Teal, *Chief Acting Photographer*



COMPLAINTS RECEIVED by the Bureau of Public Service totaled 1,583 for November. Commendations for the month numbered 66.



OPERATIONAL ACCIDENTS totaled 402 for both October and November. There were 29 accident-free days in that time. Presidio Division led all other divisions with eight accident-free days.

Subway station gaps to be filled

The decision to construct wooden gap fillers at the Market Street Subway has been made.

The gap fillers will be set at 4 1/2 inches. The work involves construction of wooden platform extensions on inbound and outbound platforms (Muni level) at eight stations.

Woods parking area

Plans and specifications have been made to provide off-street parking for Muni employees working at the new John M. Woods Motor Coach Center.

Hospital Service

Neorly 10,400 doily trips to Son Francisco's six hospitols are made doily. University of Colifornio Medicol Center hos o total of 2,200 trips (serviced by the N-Judoh, No. 6-Pornossus, ond No. 66-Quintoro). The Son Francisco General Hospitol — serviced by the No. 47-Van Ness, No. 35-Eureko, ond No. 19-Polk — hos o total of obout 2,200 trips.

Muni driver's get Santa on Yuletide road

Nine Muni operators, garbed like Jolly St. Nick, drove buses and streetcars instead of reindeer-pulled sleighs two days prior to Christmas.

The operators "were assisting the real Santa in the traditional transit Christmas prelude," Muni transportation officials said.

Santas included: Antone Contrades and Reno Tonegato, Potrero Division: Leis Longo and Robert E. Mahan, Presidio: David Cooper and M.E. Harris, Woods: James Kaufman and Lathay N. McFadden, Kirkland: and Gilbert Montoya, Geneva.

Things are moving ahead at Muni's Metro Rail Center

Construction of an inspection pit, painting of the "Phase II" building and installation of insulation boards in the ceiling of the car wash area have been completed at the Muni Metro Rail Center.

Construction of the Center's truck hoist and engine lathe foundations is underway.

Installation of wheel truing equipment also is in progress.

Muni operator 'cited' for being out of uniform

During pre-Christmas days some Muni operators wore Santa Claus uniforms while on duty.

Inspector Jim Oom wrote up a violation ("tongue-in-cheek", of course), on operator Lathy McFadden:

"I observed this operator wearing a red and white jacket with red pants and a matching red hat with a tassle on it, and an obviously fake white beard...

"When I questioned the operator about his uniform, all I could get out of him was a 'ho, ho, homerry Christmas.' Then he tried to bribe me with a candy cane and drove off."

muni

TROLLEY TOPICS

Vol. 5, No. 1 San Francisco Municipal Railway — *"The People's Road"* February 1979

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Regional Transportation Terminal being planned

The San Francisco Bay Area Transportation Terminal Authority and the industrial-architectural firm of Skidmore, Owings & Merrill have proposed "alternative methods" for developing the Regional Transportation Terminal — now the Eastbay Terminal at Mission between First and Fremont Streets.

James White, explaining the proposals for the S.F. Bay Area Transportation Terminal Authority, put down these alternatives recently before the Public Utilities Commission:

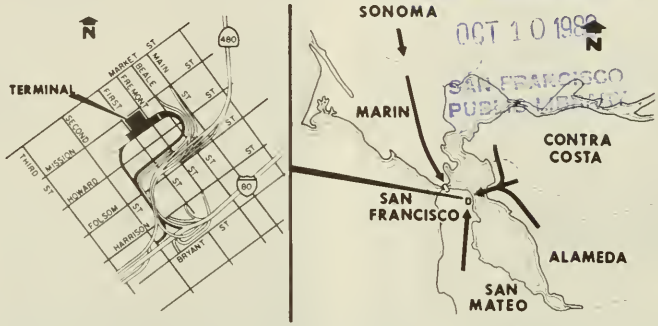
- enlarge the existing building and modernize the structure (accomplishable by the mid-1980's at a cost of $6-to-$7 1/2 million);
- expand the facility southward, by erecting a rear building and adding on-street facilities for the handicapped ($53-to-$60 million);
- expand the present station lineally-1,200 feet; moving sidewalks to be provided for more distant boardings ($47-to-$54 million);
- demolish existing structure and rebuild a new edifice with a Muni-interchange beneath the concourse ($77-to $83 million).

Gary Cherrier, representing the San Francisco Bay Area Transportation Terminal Authority, explained that the Authority was engaged to develop a new regional terminal in San Francisco and that his agency was comprised of eight members — one appointed by the Governor and others from public agencies.

The Transbay Terminal was built as a part of the San Francisco-Oakland Bay Bridge which opened in 1939. At that time the upper level carried cars. The lower level carried trucks and passenger trains.

In 1941 the famed Key System became the primary carrier on the lower deck. In the 1950's automobile use increased so heavily that the lower level was converted to auto traffic. The Key System was replaced by AC Transit buses.

The Transbay Terminal site could be developed into a terminal which would provide regional transit facilities, Muni inter-city service, shuttle service to the Airport, and Amtrack bus shuttles connecting with Oakland, White said.



THE PROPOSED renovation of the Eastbay Terminal at Mission and First Streets is expected to provide centralized access to the S.F. Bay Areas transit network — to tie in the A.C. Transit, Golden Gate Transit, San Mateo County Transit, the Greyhound, Continental Trailways, the Airporter bus line, shuttle bus service to AMTRACK in Oakland, and the San Francisco Municipal Railway.

Squire new union president

New president of the Transport Workers, Local 250-A — but no stranger to the job — is John T. Squire, who upset incumbent Larry Martin in a recent runoff election.

Squire, the first elected-black to head the union — some 10 years ago — had resigned in 1970 before finishing his term.

Squire, who made a comeback in 1972, was ruled off the ballot on a technicality. It was alleged that he didn't have the 100 names needed on the nomination petition.

With Squire pushed out, Martin easily defeated Floyd Pitts — piling up a 781-to-381 vote margin. Squire went to the sidelines in the 1976 race, which Martin won in a runoff with Paul Clark whom he subsequently fired.

Squire said he doesn't expect "troubled relationships" with Curtis E. Green, Muni General Manager.

"Curtis wants the same things I want... I plan to work with him and urge all in the union to work with him.

"I'd rather negotiate than fight."

JOHN SQUIRE and daughter Jennefer, age 7...

Safety brochure available at Muni

A safety guide, published by the Safety Awareness for Everyone (SAFE) is now available at Muni's Bureau of Public Service, 949 Presidio Avenue (room 231).

It contains safety tips involving the street, public transporation, automobiles, elevators and the home.

Milton Marks lauds operator

Lathay McFadden, an operator on the No. 17-Parkmerced line during the holidays — and now with Kirkland Division — was the recipient of a letter of praise from California State Senator Milton Marks.

Senator Marks wrote to McFadden:

"You are giving much pleasure to your riders. My son was on your bus (the week of December 20) and told me how greatly he enjoyed it.

"May you and your family have a good year."

No fadeway after the 60's—

Muni was a goldmine for former operator

Walt Young, Muni Driver of the Month in October 1960, just might not "fade away" as old soldiers supposedly do.

So it seemed when Young, hail-and-hearty at 73, recently visited Muni's Presidio Division offices.

Tops in '60s

He had in tow a framed display of 10 gold medals as big as nuggets, awards given to him during a 24-year stint at Muni, (1944 to 1968), plus a Green Cross Safety Award issued by the State of California.

The State Award was given by the National Safety Council for having operated his trackless trolley coach for seven consecutive accident-free years "under some of the most harrowing traffic conditions known in the nation" during that period.

Young, born in Benicia September 29, 1906, attended Mission High School. He became a marine fireman on the old Southern Pacific ferryboats before beginning his transit career as a motorman-conductor for the Market Street Railway Company in 1934. A decade later he joined Muni when the rail systems consolidated.

Young now devotes full time to his many hobbies, which his wife, Avaloo, shares: bowling, fishing, dancing, horseshoe pitching and cooking (with emphasis on bread-baking).

The Young's have a daughter, Jean Schwatka, 50, and four grandchildren: Hazel, 25, now in college; Charles, 24, a Safeway assistant manager; Debra, 22, a clerk; and Robert, Jr., 20, a tool stock supplier.

How does Young keep fit at his age? By "bicycle-exercising" at home. "Life's a treadmill, at times," he says, "but the cycle of existence has always been enjoyable."

ON THE Gold Standard—Walter Young, October '60 Muni Driver-Of-The-Month (right) displays his set of gold medals awarded for safe-driving during a 24-year stint with the railway. Also in the picture are Curtis E. Green, General Manager and a 1963 Muni Driver-of-the-Month; and Walter's "young" bride, Avaloo.

Classic transit book re-issued

Charles Smallwood's classic San Francisco transit history book, *The White Front Cars of San Francisco*, has been revised and reissued by the Interurban Publishing House (P. O. Box 6444, Glendale, CA 91205) at $35 per copy — and worth every penny of it.

San Francisco was the first major American city to create a municipally-owned street railway (1912). The MSR's famed white front cars were the backbone of the City's mass transit system from 1921 until 1944, when it was bought out by the then smaller Municipal Railway.

The MSR built brand-new cars in the depths of the Great Depression and also operated the City's oldest transit vehicles — the venerable Powell Street cable cars — and put in new trolley coaches.

The book describes the MSR era of two-man cars, Eclipse fenders, leather seats (such a luxury!), hissing trolley wheels and the white front cars.

Smallwood, who worked for MSR five years and for Muni for 30 years, took time out as a Sergeant in the U.S. Army to help supervise reconstruction of Soviet Union railroads during World War II. He was foreman of the Cable Car Barn Shop when he retired in 1974.

The first edition, published in 1971, sold out almost immediately.

This hardcover edition contains 376 pages, 660 photographs and a section devoted to car plans and foldout maps.

The jacket blurb describes the work as "truly a masterpiece." No argument there — it's a "must" for railroad buffs.

—Joe Haughey

School volunteer aids in cutting down bus vandalism

The *San Francisco School Volunteers Newsletter* published a feature article about Walter B. Barnes of Presidio Division who operates a No. 30-Stockton bus, and is a school volunteer at Ben Franklin Middle School.

What induced Barnes to become a volunteer?

"I've got a thing going with kids," he said. "It started about five years ago when Muni management was trying to find ways to stop or at least cut down on vandalism that kids were doing to the interior of buses.'

"'One number 1 try to do is show these kids that hassling and fighting and bustin' up their whole day over some little thing or disappointment isn't doing any good to anybody and that the only one they're really hurting is themselves . . . you got to get 'em to see that they have control over how they can react to what hassles them.

"'Oh, they complain all over the place about vandalism and juvenile delinquency, but this kind of work is what'll eliminate the destructiveness,'" he concluded.

S. F. TRANSIT HISTORY — Part VIII

From the Depression years up

In 1932-33, the Depression years, Muni suffered its worth financial year, carrying 40.4 million passengers — compared with 72.1 million in 1929 (lowest number since 1920). The Market Street Railway carried 151.2 million riders, compared with 195 million in 1929.

In 1935, the electric trolley coach came to San Francisco June 10 when cars of this caliber were assigned by the Market Street Railway to its No. 33-18th Avenue and Park line (later the No. 33-Ashbury).

On January 15, 1939, the Key System began rail service between San Francisco and the Eastbay across the San Francisco-Oakland Bay Bridge.

Wartime patronage

Thousands of servicemen and defense-plant workers moved into The City in 1941, World War II days. The imposition of gasoline-and-tire-rationing produced a spectacular increase in transit patronage — to 272.4 million in 1944; the systems soon were in the black.

In 1933-44 the Market Street Railway cut back from 710 to 440 streetcars and from 275.7 miles of single track to 197 and from 46 to 38 cable cars. Nine bus routes were eliminated and nine trolley coaches were operating on 10.2 miles of routes.

In September, 1944, the traditional five-cents fare was increased to seven cents (cash or token).

Market Street rail bought

On September 29, 1944, The City acquired the Market Street Railway Company with only one privately-owned company, the California Street Cable Railway Company, remaining.

Five times previously — in 1925, 1937, 1938, 1942 and 1943 — the voters had defeated proposals for buying out the system.

However, on May 16, the electorate approved the acquisition for $2 million in cash and $5.5 million earnings of the acquired properties. The "universal transfer" was instituted.

By 1946, Muni was operating 498 street cars, 38 cable cars, 207 motor coaches and 18 trolley coaches on 261 miles of single electric track, 6.1 miles of cable car track, 224.8 round trip miles of bus routes, and 17 round trip miles of electric trolley coaches.

Cable cars kept

During the fiscal year of 1945-46 Muni carried 376 million passengers. The B-Geary line was the most heavily used.

In May of that year the fare was increased from seven to 10 cents or three tokens for a quarter. Added revenue was negated by wage increases granted following a four-day strike in July of 1946.

Muni considered replacing cable cars with dual motor Twin Coaches in 1947, considered to be able to climb steep grades — a program smothered by public indignation.

On November 4 of that year a City Charter amendment was passed, making retention of the cable car system mandatory; and the electorate approved a $20 million bond issue to modernize the Muni.

Diesel gas increase

In 1947 a Rehabilitation Bond Fund was approved which changed the character of the Muni. During the next eight years the inventory of street cars dropped from 592 to 185; the inventory of diesel buses increased from 283 to 468 and electric trolleys from 34 to 398.

During this period, according to a report by the late General Manager, Charles D. Miller, the Muni "emerged from a system of necessity utilizing for the major part, trackage, passenger-carrying equipment and other facilities of an outmoded type or worn-out condition to a system that would become one of the most modern surface-transit systems in the nation."

San Mateo line cut

The No.-40-San Mateo line was terminated January 15, 1949. On January 26 of that year the fare was increased to 10 cents and the 8-1/3 cents token rate was dropped.

That same year, (November 9) the electorate voted, by a narrow margin, to purchase the operating properties of the California Street Cable Railway Company, which celebrated its centennial April 10th last year.

The San Mateo street car right-of-way was transferred to the San Francisco Water Department for $365,000 May 17, 1950 (Supervisors' resolution 9867).

First LRV delivery

Among the PCC cars delivered to Muni by the St. Louis Car Company, car No. 1040, was the last PCC streetcar to be built (1952). However, Muni ended the American streetcar drought in 1976 with the delivery of the first of the new Boeing-Vertol subway-surface streetcars.

On January 7, 1952, Muni acquired the California Street Cable lines, and began operations January 13 that year.

June 1, 1952, saw the Muni overall fare increased to 15 cents. On December 21 (in the same year) the Broadway Tunnel (2,817 feet) was open for traffic.

In 1953, California approved legislation creating the San Francisco Bay Area Rapid Transit Commission to study rapid transit possibilities for nine S.F. Bay Area counties.

February 20-22, 1953, saw a Cable Car Division work stoppage during a dispute over scheduled runs, developing into a systemwide strike for those two days. Voters rejected a $2,749,000 improvement bond issue and $3,871,000 "rehabilitation" bond issues on November 3.

Cable car lines cut

On February 6, 1954, the No. 63-Jones cable car line was discontinued. On May 15 the No. 61-California cable car line ceased operations between Van Ness and Presidio Avenues; the No. 62-Hyde line was discontinued.

On June 8 of that year, voters approved a Charter amendment freezing the operation of three cable car lines — the No. 59-Powell-Mason, No. 60-Powell-Hyde and No. 61-California — into the charter.

The B-Geary and C-California lines were replaced by the No. 38-Geary bus December 29, 1956. Streetcar tracks were removed during the following three years. The Geary-Express began operations December 6, 1961. On April 20 of that year, the Key System abandoned rail service to San Francisco via the San Francisco-Oakland Bay Bridge. May 9, 1958 marked the last scheduled run for the old "iron monster" streetcars — replaced by one-man PCC (Presidents Conference Committee) streetcars.

BART has its birth

In 1962 BART was born as voters of San Francisco, Alameda and Contra Costa counties approved a $792 bond issue creating a Bay Area Rapid Transit District.

Voters rejected a $96.5 million bond issue in 1966 for four Muni subway corridors — Twin Peaks, Sunset, Geary and Mission (BART) — and eventual retirement of surface streetcar lines.

On July 1, 1968, a Charter amendment was passed basing Muni platform wages on the average of wages paid employees of the two highest paying municipalities in the nation, each having a population of not less than 500,000 and employing not less than 400 persons.

On October 7, 1971, at an American Transit Association meeting in Dallas, Utilities General Manager John D. Crowley and Muni General Manager John M. Woods met with the Massachusetts Bay Transportation Authority General Manager Joseph Kelly, deciding to collaborate in designing a rail car to serve both systems. The United States Urban Mass Transportation Administration endorsed the program — the resulting car

(Continued on back page)

SAFETY CORNER—

'Safety our primary product'

(This column, has been instigated by management to augment Muni's Personnel and Passenger Safety Program, with Eugene H. Womack, Director of Personnel and Training heading it. The column will be a continuing feature in Trolley Topics).

By CURTIS E. GREEN
Muni General Manager

Since Muni is a transportation system dedicated to serving the citizens of San Francisco, safety is our primary concern.

I am concerned for two reasons:

- first, I care for you and the well-being of your families, and for the safety of our passengers.
- secondly, accidents are expensive and create a loss of productivity.

I want to stress the importance of knowing all safety precautions, even before you start any job here. If you have any doubts, ask your supervisor for proper instructions and safety procedures.

Experience has demonstrated that there is one fundamental principle underlying all effective accident prevention activities; good operating practices and supervisory functions. Safety is a cooperative effort between line and staff, management and labor.

In fact, if there is any area of labor relations in which we have something in common, it is in the area of preservation of the health and welfare of our fellow workers. Why do employees get hurt? Let's look at some of the causes:

Unsafe acts:

- taking short cuts;
- failure to use personal protective equipment;
- taking an usafe position or posture;
- failure to warn or signal as required;
- horseplay;
- using defective tools and equipment;
- failure to have equipment under control;
- operating or using equipment without authority;
- failure to secure against unexpected movements.

Unsafe conditions:

- poor housekeeping;
- inadequate lighting;
- lack of guards and safety devices;
- close clearance and congestion hazards.

Take precautions against them, and insure maximum safety to yourself and others. Remember—service is our business, and safety our greatest concern.

'No fare — no ride' policy now in effect

Effective January 8, Municipal Railway operators were instructed to halt their vehicles in the event of any passenger's failure to pay the proper fare.

Instructions were issued to all operating personnel to hold their vehicles, primarily motor and trolley coaches, and immediately contact Muni's Central Control Bureau — if a reasonable attempt to collect the fare is unsuccessful, according to Curtis E. Green, General Manager.

"Fare evasion has become a definite problem," Green said, "and it is clear that a small portion of Muni riders are making a continuing and determined effort to avoid paying the legal fare.

"We are receiving many complaints of non-payment of fares from the vast majority of our fare-paying riders."

Muni fares are among the lowest in the nation and convenient money-saving Fast and Senior Passes are available, Green said.

"The City has done everything it can do to keep fares at the lowest possible level. The severe budget restrictions on Muni, imposed by Proposition 13, together with other economic problems, mean that we cannot tolerate deliberate non-payment of fares from any of our 250,000 daily riders who contribute over $80,000 each day in farebox revenue."

Metro Center employment

Muni has been given the go-ahead signal by Public Utilities Commission to put together paperwork needed to eventually employ needed budgeted — Muni Metro Center personnel — decided at a special PUC meeting at the Public Library in December.

Henry Casebolt inventor of cable car-lever grip

Inventor of the famed Cable lever grip was Henry Casebolt, also founder of the Sutter Street Railway — and remembered for his mule-drawn balloon car that ran on Sutter Street in the 1870s.

Casebolt's gleaming white Italianate mansion — built in 1866 — is on the real estate market for a quoted price exceeding $1 million.

The 32-room home, which survived the earthquake, now stands in majestic grace at 2737 Pierce Street. Coldwell Banker on Union Street is the listing agent (in case you're interested!).

Welcome Aboard

NEW MISCELLANEOUS EMPLOYEES

(December Hirings)

Bellina, Robert M.	7379 Car & Auto Painter	12/11/78 Equipment
Estrella, Virgilio S.	8202 Security Guard	12/20/78 Security
Gregory, James N.	7332 Maint. Mach.	12/20/78 Equipment
Hopkins, Theophilus E.	9746 Staff Assist.	12/11/78 Engineering
Knecht, Rachael G.	1322 Clerk Typist	12/13/78 Equipment
Nash, Charles L.	1424 Clerk Typist	12/20/78 Planning
Neighley, Marcia A.	7379 Elec. Trans. Mech.	12/11/78 Equipment
Nicholas, Willie B.	2708 Custodian	12/17/78 Ways/Structure
Ng, Albert W.	7379 Elec. Tran. Mech.	12/17/78 Equipment
Rehan, James E.	7379 Elec. Tran. Mech.	12/ 7/78 Equipment
Robinson, Sherland W.	7379 Elec. Tran. Mech.	12/ 6/78 Equipment
Wong, Raleigh	7379 Elec. Tran. Mech.	12/18/78 Equipment

Photographic assistant acquired; Teal moves up

David Butterfield has been assigned to the Public Utilities photographic division as a 1770-photographer under Acting Chief Photographer Les Teal.

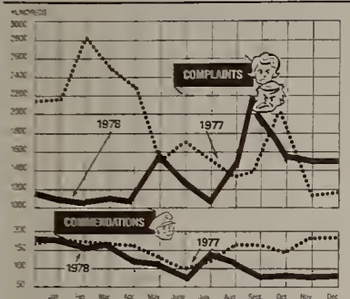
Teal recently succeeded the retiring head photographer Marshall Moxom.

Butterfield began his photographic career in 1967 as a photo-lab assistant in a Los Angeles studio at the age of 18. He then spent two years at Adolph Gasser, Inc., of San Francisco as a camera repair shop manager. He has been a contributing photographer to such publications as *Forbes, New West*, the *Architectural Digest, Guest Informant*, the *San Francisco Bay Guardian* and the *San Francisco Gazette*.

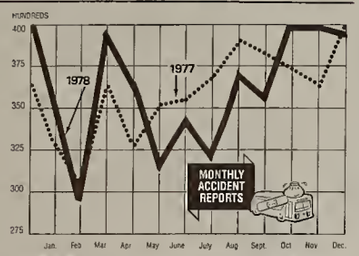
Dave Butterfield *Les Teal*

"Butterfield is a young photographer experienced in journalism and many photographic fields," Jim Leonard, Assistant to the General Manager of PUC, commented. "His range includes lab work, technical photography, portraiture and illustrative photography with text."

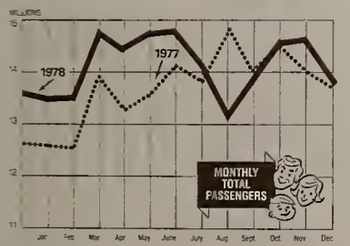
Teal has been with the Photo-Lab since 1974. Prior to that he was with the U.S. Army base in Oakland (audio-visual department), the University of California Lawrence Rad-Lab, Laney College, Alameda Naval Air Station, the U.C. Photo-Lab (micro filming architectural material), Travis Air Force Base and Vallejo College.



THE BUREAU of Public Service counted 1,452 complaints for December, compared to 1,583 the previous months. Commendations totaled 81 for December and 66 for November.



OPERATIONAL ACCIDENTS totaled 392 for December, eight less than the November total. There were 41 accident-free days for Muni's six divisions — the Cable Car Division led with 11 accident-free days during December.



TOTAL PASSENGERS for December totaled 13,903,228, down 778,060 from the previous month.

Flyer retrofit OK'd

A request for UMTA bequest of $750,000 to finance the retrofitting of 50 Flyer trolley coaches with wheelchair lifts in the front doors to accommodate handicapped passengers has been authorized by the Public Utilities Commission.

Muni's rolling stock

Muni currently has more than 1,000 revenue vehicles, according to Curtis E. Green, General Manager.

The number of vehicles includes 503 automotive coaches, 345 trolley coaches, 115 streetcars and 39 cable cars.

Articulated bus test underway

The Muni is testing another 60-foot articulated bus this month.

"If tests go well, Muni will ultimately seek permission of the City's Public Utilities Commission to purchase 90 of them," according to Curtis E. Green, Muni General Manager.

Muni already has tested two of the hinged-in-the-middle buses—the Volvo (manufactured in Sweden) and the Mann (a German product).

The vehicle being tested on high-volume non-hilly lines, is being furnished by the Crown Coach Company of Los Angeles.

Articulated buses provide more passenger capacity (71 persons seated compared with 45 in conventional buses) and require less street space, Green said.

"The buses have excellent maneuverability with front and rear wheel steering coordinated (with rear wheels 'tracking' the front wheels)," Green stated.

Walt Ware named cable car division Acting Manager

Walter Ware has been assigned on a full-time basis as Acting Cable Car Manager, according to Curtis E. Green, Muni General Manager.

"Mr. Ware is now in full charge of the Cable Car System, including but not limited to Cable Car operations, equipment, propulsion machinery and track and appurtenances, under the general direction of the Deputy General Manager, Operations (Rod Bartholomew).

The Cable Car Shop Foreman, Cable Car Machinery Supervisor and Cable Car Track Foreman are to report directly to him and be responsible to him, Green said.

"Other inspectors will follow directions from Mr. Ware when performing duties related to Cable Car operations," Green continued. "Central Control will continue to dispatch assistance in incidents involving Cable Cars."

Muni service draws accolade

Typical of many out-of-town tourists appreciation of Muni service is this letter from Emma B. MacLeod, president of MacLeod Advertising Associates, Inc., of Los Alamos, N.M.:

"I cannot describe how impressed I was with the service and courtesy of the bus drivers.

"There never was an occasion when the driver started up while an elderly person was struggling to get to a seat. It was very heart-warming to see such kindness.

"Because I'm extremely critical of bad service, I feel that when service is so exemplary, those in command should be praised."

Post-Depression years active for S.F. transit

(Continued from page three)

became the standard U.S. light rail vehicle (LRVs).

BART operations begin

In 1972 BART, then a $1.4 billion regional rapid transit system, began operating over 28 miles of wide gauge track between Oakland and Fremont. Ultimately BART would cover 75 miles of track.

In 1973 (February 19) the Boeing Company's Vertol Division in Philadelphia submitted a low bid of $319,000 a car for the Muni-Boston LRV contract. The Public Utilities Commission recommended the award February 28.

Flyer Industries was awarded a contract for 343 new electric trolley coaches in 1974 on a low bid of $73,950 for each vehicle.

Toronto PCCs bought

BART began transbay operations September 16, 1974, with the first official train with paying passengers leaving Fremont at 5 a.m. and arriving at the Montgomery Street Station about 6 a.m.

That same year Muni bought 11 PCCs from the Toronto Transit Commission to alleviate a shortage caused by the lengthy 17th-Church-Duboce detour. Muni, at this time, owned 115 streetcars — 35 purchased new, 80 purchased second hand.

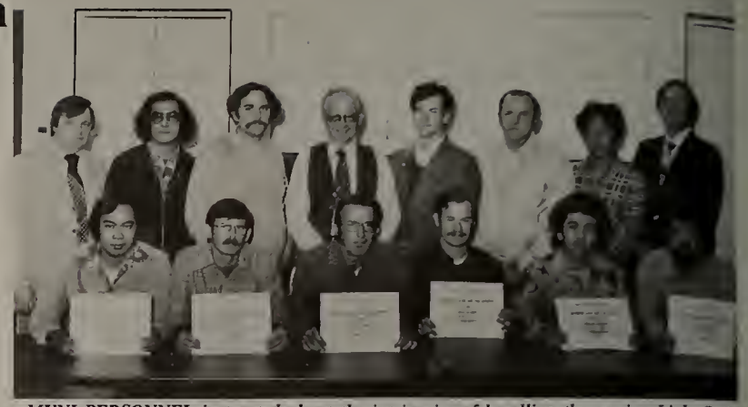
Bus Contract

November 12 of 1974 A. M. General Corporation was low bidder for 100 buses — 41 passengers and V-6 engines — at $56,336 each. That year also the following electric cars were loaned permanently to the Bay Area Electric Railway Association:

- No. 1—the first Municipal Railway car, built by William Holman Company in 1912 (the first of Muni's initial fleet);
- No. 578—one of the cars that inaugurated electric streetcar service in 1895 (on the Ellis and O'Farrell streets line) — a four-wheel trolley built by John Hammond Company in San Francisco;
- No. 0109—an electric work car built in the late 1890s. Rebuilt as a rail grinder early in the 1920s;
- No. C-1—an electric service car built for Muni in the early 1920s.

ERRATA

In Trolley Topics' last edition, the new muni crane-vehicle — "The Wrecker" — was erroneously described as having been purchased through the United Metropolitan Transportation Association. The correct agency was the Urban Mass Transportation Administration (UMTA).



MUNI PERSONNEL instructed about the intricacies of handling the coming Light Rail Vehicles (LRVs) recently was graduated at the Muni Metro Center. Left to right, back row, are: Instructor David String, students David K. Lee, E. P. Olsen, J. E. Weigel, Christopher L. Fischel, Walter McGregor, Donald G. Gee, and Instructor Robert P. Ewing, Jr. Lower panel (left to right): Elisio R. Calimquim, Michael D. Nickless, George Wynn, Daniel M. Davis, Anthony Camilleri and Instructor Frank A. Guzzo.

Muni claims aim: to reduce costs

The Muni's Claims Department has set as its chief goal for this year reduction of claim costs to below five per cent.

Claims is also developing a comparison between Muni and other transit companies with similar systems.

A national transit survey of rapid transit districts in handling accident settlements in stations and escalators is in the offing.

Compared to the same period for the previous year of 1978, the number of settlements decreased by 55 in number, but increased by $84,729 in amount. Accidents increased by 26. The number of claims filed decreased by 99, but increased in amount by $1.9 million.

TROLLEY TOPICS

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John B. Wentz, *General Manager, Public Utilities Commission.*

Curtis E. Green, *General Manager, Municipal Railway*

Joseph I. Haughey, *Editor.*

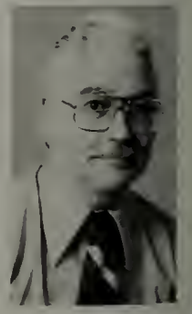
Les Teal, *Acting Chief Photographer*

David Butterfield, *Assistant Photographer*

Claims expert Snodgrass goes to Water Dept.

R. Kenneth Snodgrass, Muni Senior Claims Investigator and Adjuster, has gone to the Water Department as an investigator.

Snodgrass has spent more than 20 years with Muni, 14 of them as a photographer and 5 1/2 years in the Claims Department.



"Muni has lost its best bagpiper," Snodgrass said. He has been with the Black Raven Pipe Band of San Francisco for many years and is a member of the Pipe Band of the Royal British Legion.

Born in San Francisco, Snodgrass, 51, attended George Washington High School. City College of San Francisco, where he majored in photography. His hobbies include photography, cabinet-making and silver-smithing.

Snodgrass served in the Army Air Force as a photographer during the Korean war, photographing airplane crashes.

He has a wife, Alverna, two daughters, Susan 25, and Nancy, 23; and a son, Douglas, 19. The daughters are teachers. The son intends to major in electronics at the College of San Mateo.

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MUNI TROLLEY TOPICS

Vol. 5, No. 2 San Francisco Municipal Railway — *"The People's Road"* March '79

N-Judah subway service "before end of the year"

The Muni Metro Task Force recently briefed the City's Public Utilities Commission on the status of implementing service by the new light rail cars, signal system, and other components of the Muni Metro.

The new streetcars, manufactured by Boeing Vertol, will begin revenue service "possibly in early April" on a section of the K-INGLESIDE line — not underground, but on surface streets — and will shuttle passengers between Balboa Park Station and West Portal.

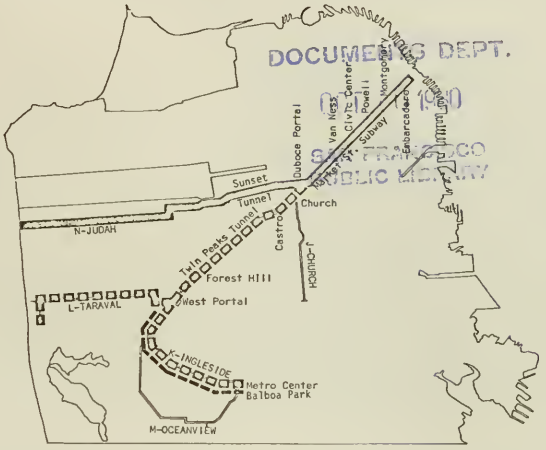
Farrel Schell, Program Director of the Task Force, said: "the system should be started in phases and only when tested and ready."

Other members of the Task Force, (a creation of the PUC to pave the way for the oncoming Muni Metro System) are:

Don O. Cameron, former Superintendent of Muni's Geneva Division; Gail Freeman, former Muni Electric Transit Equipment Supervisor; Peter Straus, Muni Planning Division; and Tom Mullaney, Transit Improvement Program (TIP).

The sequence of events given the PUC did not indicate an opening date for the N-JUDAH line, which will be the first streetcar service in the Market Street Subway.

Schell said, however, that "an optimistic Muni schedule forecast, based on a phased sequence of system checks, indicate N-JUDAH subway service before the end of the year." After at least six months of N-JUDAH subway service, more lines will be phased in.



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MUNI METRO start-up strategy — Phase O: K-Shuttle, Balboa Park to West Portal, replaces No. 92-Balboa Park bus. Phase One: N-JUDAH line. Phase Two: tentatively K-INGLESIDE and L-TARAVAL.

Five-Year Plan Public hearings slated in March

Five public hearings on the San Francisco Municipal Railway's "Five-Year Transit Plan" will be held by the Public Utilities Commission during March.

The meetings, scheduled to begin at 7 p.m., are:

Monday, March 19, Galileo High School, 1150 Francisco Street;

Tuesday, March 20, Everett Middle School, 450 Church Street;

Thursday, March 22, Lincoln High School, 2162-24th Avenue.

Monday, March 26, Fireman's Fund Auditorium, 3333 California Street;

Thursday, March 29, Balboa High School, 1000 Cayuga Street.

Printed public information matter can be obtained by contacting Muni's Planning Division, 949 Presidio Avenue, Room 204 (dial 558-5284).

How the Muni Metro Market Street subway began —

The Muni Metro Market Street Subway began in 1951 when a nine-county San Francisco Bay Area Rapid Transit Commission was created.

After completing a "feasability study" the State Legislature formed a five-county San Francisco Bay Area Rapid Transit District, now known familiarly as BART.

A three-county bond issue of $792 million was approved by voters November 5, 1962. Construction of the 75-miles system began in June of 1964, involving San Francisco, Alameda and Contra Costa counties.

Market Street subway construction, begun in 1967, was largely completed by 1975. BART's obligation to San Francisco covered the Market Street Subway upper level with the Muni and BART sharing the Powell Street, Civic Center and Montgomery Street stations. Four stations are Muni-only stations — Van Ness Avenue, Church Street, Castro Street and West Portal Avenue. Restoration of Forest Hill station is being funded by Muni only.

The Embarcadero Station was not part of the original program, although San Francisco wanted it. The City funded it through redevelopment bonds, federal grants and savings by BART when it abandoned subway plans beneath West Portal Avenue.

The subway, as it exists today, cost about $300 million to build. Each station, excepting the Embarcadero Station, cost about $30 million. Embarcadero's cost was slightly over $40 million.

Subway tracks are bolted to a steel sheet covering a concrete bed. In between is a neoprene layer to reduce vibration and sound. They are the same as BART's, except Muni tracks are standard gauge, Bart's a wide guage.

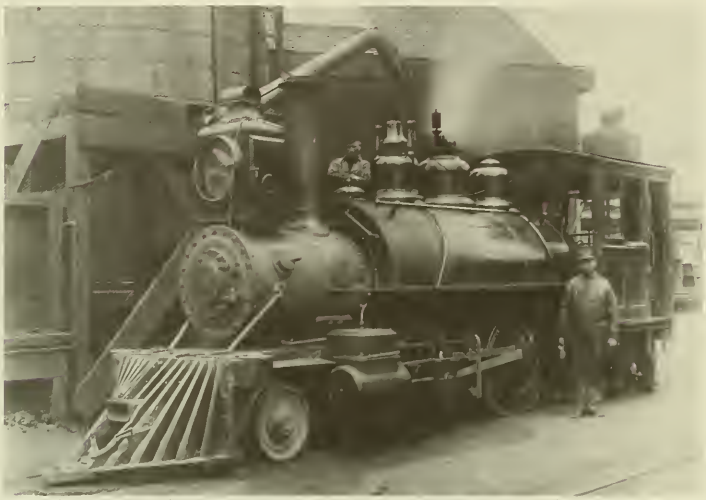
Muni's Light Rail Vehicle, which will operate on the surface as well as in the subway, is 71 feet long.

Each LRV weighs 67,000 pounds. The car is bi-directional and articulated in the middle. The car contains 68 seats and has a capacity of 219 passengers. Muni, however, contemplates a maximum load of 150 to 160 riders.

Cars are equipped with intercom for passenger communication via the operator. Each car will have a two-way radio.

Plans now call for the extension of the EMBARCADERO terminal into a loop beneath Justin Herman Plaza to permit faster turnarounds and smoother and quicker operations. This will enable one train to unload and another to load simultaneously. An additional advantage is the creation of limited car storage within the perimeter of the loop.

Haight Street once was a major transit focal point



HERE'S THE type of steam train locomotive that conveyed passengers from downtown San Francisco to the Ocean Beach after the turn of the century. One steam "dummy" train operated from Haight and Stanyan out Lincoln Way (then "H"-Street) to the Ocean Beach.

There was a time when transportation on Haight Street was the transit pride of the City.

When the original cable line was built in 1883 by the then newly-organized Market Street Railway Company, passengers were overwhelmed by the splendor and speed of bright red cars. The fast, frequent and comfortable service was beyond anything offered by the erratic horse cars or by earlier cable cars of the " dummy" and trailer types.

Some interruptions were unavoidable. Haight Street was shut down nearly every winter for three or four days to dig out sand that had washed into the channel from Buena Vista Hill (now Buena Vista Park) — clogging the slot from Broderick to Steiner Streets.

The cable line extended only as far as the Golden Gate Park. A subsidiary of the company — the Park and Ocean Railroad — operated a steam "dummy" from Haight and Stanyan out Lincoln Way (then H-Street) to the Ocean Beach and across the Park to stations on 48th Avenue between Balboa and Cabrillo Streets.

Omnibus cable line

The lines operated profitably, tempting the rival Omnibus Cable Company into trying to steal some of the business.

The Omnibus built a cable line running out Fell and Oak Streets to Stanyan and then over to Haight Street with its turnstile only a few feet away from its competitor.

With even newer equipment than the Market Street Cable Railway, the Omnibus Company took over its share of passengers, going to and from Ocean Beach trains.

The Market Street Company decided to put a stop to that by extending its cable line a few blocks to First Avenue and terminating the inbound steam trains at that point. They also constructed track along Stanyan preparatory to removing their turntable and putting in a curve.

The Omnibus Company then brought in a crew of workers one dark and stormy night and put in sections of track connecting their turntable with the new Stanyan Street tracks. The job was concreted; and the Omnibus cars ran over the tracks the next day.

MSR confrontation

The Market Street Company sent its own crew out to rip up the tracks. Confronting a burley crew of workers — intent upon keeping possession of the tracks — the Market Street Railroad crew was outlasted in the struggle.

The short piece of track in contention was of very little use to the Omnibus Company; but it prevented the Market Street Railway from using its curve.

Meanwhile, two other companies who possessed Stanyan Street franchises laid electric tracks on cable rails; the result was that none of the three tracks could be used.

There were many battles before the dispute was finally resolved by a consolidation of the chief contending parties.

This occurred in 1893 when the Market Street Cable, the Omnibus Cable, the Ocean Beach Steam Railway, and other companies were merged into the Market Street Railroad system.

First streetcars

In 1900 the Market Street Railway began electrifying some of its lines and the steam road was part of the conversion. Three of the old steam coaches were equipped with motors, controllers and air brakes — the first streetcars in San Francisco.

By the end of 1902 through-electric service was in use from Sixth and Brannan Streets to the Ocean Beach; the old electrified steam coaches had been retired.

They were sold eventually for use on interurban lines in Los Angeles.

In those days the railway had a contract with the City to remove street sweepings deposited at downtown points by street-cleaning wagons.

Electric dump cars with huge bins picked up the refuse and hauled it out Lincoln Way to the outer end of the line on spur tracks to be dumped.

After the fire and earthquake of 1906, the Haight Street cable line was rebuilt as an electric line terminating at Stanyan. At that time through-service was provided by the No. 20-Ellis-Ocean line. On February 7, 1916, the Haight-Ocean line was created, terminating at LaPlaya and Balboa. On February 23, 1947, the outer streetcar terminal was changed to 47th Avenue and Lincoln Way because the roadbed across the Park was no longer safe. Buses were put on to cover a portion of the route.

Electric shuttle cars

The outer section of the No. 6 line had its origin in 1898 when a four-wheel shuttle electric car began operating from Haight and Masonic Avenue to the Affiliated Colleges (now University of California, San Francisco).

After the 1906 disaster, this section became a part of the reconstructed Hayes Street line. In 1912 the line was extended to 9th Avenue and Pacheco Street. This was the last extension ever built by the United Railroads. The No. 6-Haight-Masonic line started operating along its present route February 7, 1916.

The No. 6 line operated out of the Oak and Broderick carhouse until October of 1941 when the barn was abandoned.

The line was transferred to Haight Street. In December of 1946, the Haight Street carbarn roof began to collapse. The building was then closed down.

THE NO. 1040 historical streetcar — the last President Conference Car built in the U.S. and last new car purchased by the Muni in 1952 — received a new Muni orange and white paint job recently at the Muni Metro paint shop. Left to right are: Paint Foreman Chuck Bremmer; Title II Painter Ed Darrimon; Title II Painter Rick Lovelace; Painter Calvin Hardy; and Title II Painter Marco Jordon.

Retired shopmen to be honored at dinner-dance

Recently retired shopmen will be feted at a dinner-dance Friday night, March 23, in the Apostleship-of-the-Sea banquet hall, 399 Fremont Street.

Sponsoring the event is the S.F. Muni Railway Shopman's Retirement Association.

Tickets, $15 each, entitle the purchaser to dinner, dancing, table wine gifts, and include taxes and a tip. They can be obtained from the following shop representatives:

GENEVA—Everett Johnson; METRO CENTER—Al Gondalfo, Chuck Bremmer; WOODS—Manual Moreno, Ken Orr, Harry Jensen; KIRKLAND-PRESIDIO—Dan McCarthy; WASHINGTON-MASON—Don Troya, Jeff Moreau; POTRERO—Nick Zaboukos.

Retirees being honored: Joseph Bradey, Marcious O. Cole, Harold Crowder, Walter Donohue, Earl L. Ellingson, Howard Gettle, Henry Gravem, Edmond L. Hayes,William Holland Louis Masino, George McGrath, Clifford Nilan, John C. Pate, Harold Perrazzo, Edward Schach, Leo Wilson, Walter Wilson, Richard Van Wambeke and Cliffton Yates.

A no-host cocktail hour begins at 7 p.m. and dinner at 8 p.m.

Special service is planned for art exhibition

The Muni is providing special transportation services to the California Palace of the Legion of Honor in Lincoln Park, site of the Dresden exhibition which runs through June 3.

Muni coach lines Nos. 1-CALIFORNIA, 2-CLEMENT and 38-GEARY service Lincoln Park. The No. 31-BALBOA line extends service to the museum will leave the Fifth and Market Streets terminal at 9:24 a.m. on Saturdays and 9:15 a.m. on Sundays.

A special No.-75-LEGION OF HONOR shuttle coach brings visitors from the bus lines and parking area at the Great Highway and Cabrillo Street to the door of the museum.

Regular fees are charged with transfers issued and accepted. Service is every 30 minutes daily, leaving the Great Highway and Cabrillo from 8 a.m. to 6 p.m. and leaving the Legion of Honor from 8:10 a.m. to 6:10 p.m.

Passenger stops enroute are: Great Highway and Cabrillo Great Highway and Balboa, Point Lobos and Merrie Way, Point Lobos and 48th Avenue, Geary and 38th Avenue, Geary and 33rd Avenue, Clement and 33rd Avenue, 34th Avenue and Legion Drive, Legion of Honor.

ON THE MOVE

MISCELLANEOUS PERSONNEL

(DECEMBER 1978)

Aguirre, Henry J.	7287 Sup. Elec. Maint. Trans.	From Perm 7318	12/ 7/78
Chiu, Paul C.	5202 Jr. Civil Engr.	From LT-5202	12/27/78
Cortez, Teofilo	7379 Elec. Tran. Mech.	From LT-7409	12/ 7/78
Custer, Ronald J.	7318 Elec. Tran. Mech.	From SF-CCD-Perm 7320	12/11/78
DeBono, Raymond	7322 Auto-Body-Fender Wkr.	From Perm-7306	12/29/78
DeLara, Chad	7379 Elec. Tran. Mech.	From Perm-7409	12/6/78
Dotson, Robert D.	7379 Elec. Tran. Mech.	From Perm-7409	12/ 6/78
Ellingsen, Harold L.	7409 Elec. Tran. Serv. Wrkr.	From TCS-7409	12/22/78
Freed, Gary K.	7409 Elec. Tran. Serv. Wrkr.	From TCS-7409	12/26/78
Jentzsch, Richard W.	7409 Elec. Tran. Serv. Wrkr.	From TCS-7409	12/20/78
Jentzch, Wally C.	7409 Elec. Tran. Serv. Wrkr.	From TCS-7409	12/26/78
Jones, Sheldon	7409 Elec. Tran. Serv. Wrkr.	From TCS-7409	12/26/78
Jordan, Marco A.	7309 Car & Auto Painter	From TCS-7309	12/ 7/78
Lam, Benson Y.	7409 Elec. Tran. Serv. Wrkr.	From TCS-7409	12/ 6/78
Lee, David K.	7379 Elec. Tran. Mech.	From Perm-7409	12/ 6/78
Lee, Raymond L.	7379 Elec. Tran. Mech.	From Perm-7409	12/ 6/78
Lent, Alfred W.	7379 Elec. Tran. Mech.	From Perm-7409	12/ 6/78
Liu, Lorelyn A.	1446 Sr. Clerk Steno	From TCS-1446	12/ 6/78
Magann, Carl E.	7379 Elec. Tran. Mech.	From NCS-7319	12/ 6/78
Mateyka, Edmund J.	9162 Day Tran. Disp.	From Perm-9130	12/20/78
McCarthy, Daniel	7379 Elec. Tran Mech.	From TCS-7409	12/22/78
Murray, Kenneth G.	7264 Auto & Body Fend. Wrkr.	From From Perm-7322	12/20/78
Ramirez, Arthur R.	7379 Elec. Tran. Mech.	From Lt-7409	12/ 6/78
Rigler, Craig S.	9110 Fare Collector	From Pt-9110	12/20/78
Rigor, David M.	7409 Elec. Tran. Serv. Wrkr.	From TCS-7409	12/26/78
Schach, Edward J.	7379 Elec. Tran. Mech.	From Perm-7409	12/ 6/78
Taylor, William J.	7409 Elec. Tran. Serv. Wrkr.	From LT-7409	12/22/78

THE RIDERS WRITE —

How Muni coped with fire traffic

The recent downtown San Francisco fire crippled traffic flow considerably — but Muni's part in keeping its lines open brought this comment from citizen Margo McGrath of 423 Frederick Street:

"In spite of grumbling about minor delays and irritations, I get pretty good service from the Muni, particularly considering the number of people who are all trying to get downtown at the same time each day...

"The downtown fire was a major disaster, so much so, that when I realized what was happening, I was sure that I would never get downtown that day...

"However, I was very impressed with the way that the Muni handled the whole situation — smoothly and efficiently, and I was downtown at my regular time, not one minute late!

"Congratulations on a job well done!"

A letter commending Ben Smith, operation of a No. 3-JACKSON line run, recently was sent to the Office of The Mayor by Louis (Mickey) Bornstein, president of the Montefiore Senior Center, 3200 California Street.

"A number of seniors have told me how congenial and courteous he is to all senior citizens and to customers in general," the letter read. "He greets everyone with a smile and calls out all the transfer points and streets. His warm and friendly personality is a comfort to us all...

"His behavior as a public worker is exemplary...and, although it is a facet of his job, nonetheless he deserves special recognition...we don't think of him simply as our bus driver, but as a friend as well."

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HOLDING AN interior bus placard, designed to warn Muni passengers to hang on to their purses, is (left) Matt Krilitch of the San Francisco Police Department Crime Prevention Education Unit. In the center is John Randal of the Design Graphics Department of Standard Oil of California (who designed the card). To the right is Mary A. Emrick, Chevron USA Inc.'s Public Affairs Consultant.

TROLLEY TOPICS

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John B. Wentz, *General Manager, Public Utilities Commission*

Curtis E. Green, *General Manager, Municipal Railway*

Joseph I. Haughey, *Editor*

Les Teal, *Acting Chief Photographer*

David Butterfield, *Assistant Photographer*

Hospital Service

Nearly 10,400 daily trips to San Francisco's six hospitals are made daily. University of California Medical Center has a total of 2,200 trips (serviced by the N-Judah, No. 6-Parnassus, and No. 66-Quintara). The San Francisco General Hospital — serviced by the No. 47-Van Ness, No. 35-Eureka, and No. 19-Polk — has a total of about 2,200 trips.

TESTING A TV-surveillance camera on a Muni bus in the top photo are (left to right) Larry Cohaniss of Electronic Systems & Service; Merrill Cohn, Muni's Transit Equipment Engineer; and Randy C. Sievert of ESS. On the receiving end (in Central Control) are George Duarte, Muni Deputy General Manager, Engineering and Planning; Inspector Don Melius, and Rodney Bartholomew, Deputy General Manager, Engineering and Planning.

"Class-84" drivers recently were graduated at the Randall Junior Museum. Left to right (top) are: John T. Squire, Transport Workers Union-Local 250-A President; Samuel W. Walker, TWU Secretary-Treasurer; John Wentz, former General Manager, S. F. Public Utilities Commission; and graduates Thomas Conotol, Vincent M. Anderson, Aria Willis, Lawrence Bernard, Bradley Borel, Ricardo Valle; Curtis E. Green, (Muni General Manager,) and Rodney Bartholomew, Deputy General Manager. Below (left to right): Robert Brown, Clifton Jones, Joel Bernardo, Charles Brewer and Filipe Goycochea.

muni

TROLLEY TOPICS

Vol. 5, No. 3 San Francisco Municipal Railway — *"The People's Road"* April 1979

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"Transit Parade" Feature of West Portal Opening

Thousands of interested spectators gathered at West Portal and Ulloa, and within the new West Portal Muni Metro station adjacent to that intersection, on Monday, April 2 to watch San Francisco Mayor Dianne Feinstein officially open the station by cutting a "ribbon-of-Muni-transfers."

Although the West Portal Merchants Association made many of the arrangements for the opening ceremonies, Muni equipment and personnel were much in evidence. After all, the opening of the station, with its 400-foot platform to satisfy the needs of the new Muni Metro System, had been a long time coming.

To celebrate, Muni staged a "transit parade," made up of ancient street cars, both passenger and work cars, and added at the end its newest car, the Light Rail Vehicle.

Claire Pilcher, President of the San Francisco Public Utilities Commission, was among the speakers, representing both the P.U.C. and Muni. In her short address, she pointed out that the West Portal

(Continued on page 4)

***SHOWN ABOVE** is part of the crowd just prior to the opening of the new West Portal Station, at Ulloa and West Portal in San Francisco, on April 2. At left are two of the five ancient and venerated street and work cars which were placed on parade, along with the new Light Rail Vehicle, for the public to see. At right in background is the new station with its 400-foot platform. See story for description of the cars on parade, and page 4 for another picture.*

Sklar named PUC General Manager

Richard Sklar, who became known in San Francisco for his work in establishing the City's $1.5 billion Wastewater Management Program, was recently appointed General Manager of Public Utilities, succeeding John Wentz, who resigned.

Sklar's appointment was announced by Claire C. Pilcher, President of the San Francisco Public Utilities Commission. "We are delighted," she said, "that Mayor Feinstein and the Commission are unanimous in their desire to bring Mr. Sklar into this important position. The Commission," she added, "has been impressed by Sklar's 'forceful performance'" in establishing the wastewater program.

Sklar came to San Francisco in 1976 from Cleveland, where he was president of Allied Steel and Tractor Products. Hired by the late Mayor George Moscone, his first position in the City was as Special Projects Director under Chief Administrative Officer Roger Boas. As such, he built up a record of success in dealing with the Yerba Buena (Moscone) Convention Center and solid waste disposal projects.

As P.U.C.'s chief executive officer, Sklar will supervise the operation of three City departments — the Municipal Railway, San Francisco Water Department, and the Hetch Hetchy Water and Power System.

LAST MUNI POWER STATION

Word from the Public Utilities Commission has it that on March 12, the new West Portal Substation was energized and placed in service. This is the 11th substation constructed under the Power Improvement Program, and is the last one required for the rehabilitated and expanded power supply system for the Light Rail Vehicles of Muni Metro.

Kirkland drivers' retirement party

A retirement party will be held for four Kirkland Division operators Saturday, May 19, at the Golden Dragon Restaurant, 822 Washington Street.

The retirees are Pete Lum, Martin Tom, Bernard Blessing and Ross Tom.

The dinner will cost $15, and includes gifts for the retirees and tips.

Checks should be made payable to David Wong, 707 Balboa Street, S.F., 94118. For further information contact Frank Lum, Presidio Division, room 224.

About to Retire?

If you're getting ready for retirement, would you like a little extra income — a fulfilling and satisfying part-time or full-time job? Try Retirement Jobs, Inc. in San Francisco, phone 781-4831.

300th M-O-O-M and Friends

IN THE PICTURE, left to right, are John T. Squire, president of Transport Workers Union, Local 250-A; Paul Gerde; Claire Pilcher, president of the San Francisco Public Utilities Commission, and Curtis E. Green, Muni General Manager.

Paul Gerde, a 26-year veteran of Municipal Railway service, last month was named "the 300th "Muni Operator of the Month" in the continuing operator courtesy-safety-service program which began in 1950.

Gerde, 57, was born in Salem, Oregon, and now lives with wife Paula in San Francisco. Just prior to World War II, he worked as a ship fitter at Hunter's Point, joined the Merchant Marine as an able bodied seaman, and spent time in the South Pacific.

He joined Muni in 1953, served as a gripman on cable cars for several years, drove buses for one year, and then became a streetcar operator, a job he's had ever since.

Assigned to the Geneva Division, Gerde has garnered a number of commendations from pleased passengers who regularly ride with him on the N-Judah line. In checking out records for those nominated, Oscar Norman, Geneva Superintendent, said, "This is an outstanding employee, with an excellent overall work record, and Muni is very fortunate to have him."

His spare-time activities include bowling, and his vacations are usually devoted to short trips around the area, visiting friends and relatives in Sacramento and San Jose.

Shortly after it was announced that Gerde had been named "Muni Operator of the Month," friends, family members and co-workers celebrated that fact with him during a party at the Geneva Division. In addition to the M-O-O-M award, Gerde received a letter of gratitude, for his services to the city, from Mayor Dianne Feinstein; U.S. Savings Bonds from Transport Workers Union, Local 250-A, President, John T. Squire, and from Tom LaGrone of LaGrone's Insurance Agency. In addition, Paul Phillips, Metro Transit Advertising General Manager, presented Gerde with a $100 check from his company.

Operator ID signs installed

Operator ID signs, which have been in place on many buses and streetcars for several weeks, are now being used for identification. Passengers on many lines have been observing this "something new", five inches high and ten inches long, with the words, "Operator ID. Your Comments Are Welcome. Dial 673-MUNI."

Individual identification numbers on a plastic tablet, for each operator, have been issued and now replace the present metal identification numbers worn on uniform caps, which are sometimes difficult to see.

This "EASY I.D." project was developed in order to promote better communication between operating personnel and their passengers, and to solicit comments or suggestions which management feels will be of benefit in providing courteous, convenient transit service.

Curtis Green, Muni General Manager said that "too often the passenger is not really aware of the man or woman behind the wheel or at the controls of a streetcar. We want to make operator identification easy and reliable, and we feel this is a good method which will encourage comments from our passengers. Muni is their public transit system, and we want to know what they think."

The program came about at the request of the San Francisco Public Utilities Commission in its continuing effort to encourage use of transit and to provide helpful communication among the 250,000 riders who daily use Muni, platform personnel and Muni management.

It will also be an integral part of the Muni's long continuing "Muni Operator Honor Award" program which has been in existence since 1950.

KIRKLAND DIVISION is the scene of this picture, as Sam Barone, bus operator, left, puts his identification number into the I.D. sign, previously installed in his bus, as Rick Maffioli of the Muni body shop checks the tightness of the screws holding the sign. Looking on at lower right is Ernest Bessner, Kirkland superintendent. Barone is the oldest operator Muni has, by way of seniority, having started working for the transit line in June 1939. He plans to retire soon.

CABLE CAR RETIREMENT DINNER

The Cable Car Division honored three of its retirees at a party in A. Sabella's Fisherman's Wharf restaurant on March 24, according to Walter Wate, Division Manager, with 123 persons in attendance.

Booker Blake, 22 years service, Luther Cann, 21 years, and Lambert Glaspie, 18 years, were honored at the reception and dinner.

NEW!

HERE IS THE NEW Muni map, fresh off the press, which is now available to Muni customers and employees. The center of interest in the cover photo is a pair of the new LRV's (Light Rail Vehicles), now under test but soon to be operating throughout the Muni Metro System under Market Street and elsewhere. The new map is available in the Bureau of Public Service, Room 231 in Presidio Division.

Milk and The Muni

The late and lamented Harvey Milk was the first elected supervisor in many years to actually "ride the Muni". Not just token rides...but rather a daily user of the No. 8-MARKET line from his home on Henry Street to City Hall and back again.

He was the first supervisor to buy and use the Muni Monthly Fast-Pass, purchasing the first one from me in late January, 1978.

Harvey remained a constant user of the Muni and was its most outspoken advocate. His constant concern about Muni's well-being extended beyond merely voting the right way on its issues. He took a great deal of time and effort in seeking out solutions to the railway's problems.

He also sought out the assistance of long-time aides from his campaigning days to work as a "Muni task force"...to bring in a great deal of technical expertise from other modes of transportation. He understood fully that, in the LRV, the railway was buying what amounted to a "twin-motored, 12-wheeled 200-passenger, wingless Boeing Airplane."

Harvey gained the respect of his colleagues for attention to detail and his excellent grasp of transportation issues. His philosophy was that San Franciscans "can attain a better quality of life...by having better access to more reliable public transportation."

—Curtis E. Green

THE RIDERS WRITE —

Commendations rise during 79's first few months

There was a significant rise in commendations throughout the San Francisco Municipal Railway, when you compare January with February of this year, 88 for the first month and a whopping 135 for the second.

A few examples, paraphrased, of the remarks we've been receiving about our people:

"I wish to highly commend one of your Muni drivers, Mr. Vaniel Landrio, Jr. On Thursday I was riding on a No. 6, and sitting across from a very elderly lady with a cane and large shopping bag. At her stop the driver got up and assisted her from her seat and off the bus. He chatted with her a second to make sure she was okay, then, since it was on a hillside, he escorted her to the corner, which was level ground. No one on the bus seemed to be annoyed by the short delay. What the Muni needs is more drivers like Mr. Landrio."

Another: "We would like to send a note of thanks to one of your Muni drivers who was extremely helpful to us recently when we were trying to catch a bus. We did not know that the #32 Embarcadero bus, after a certain hour in the early evening does not travel by Pier 29, where we were waiting. We probably would have had to wait quite a bit more than we did and have had to walk quite a distance had not the #4238 driver stopped to help us out." (Note: #4238 is Ronald Jones of the Kirkland Division.)

(See page 6)

LRV's start shuttle service on Muni K-line

The K-Ingleside Line, Muni announced this month, will be the first line to offer passengers the opportunity to ride the new, modern Light Rail Vehicles on a regular basis. And if they're quick about it, they can ride **free**!

This will be the forerunner of regular operation of the LRV's, both on the surface and under Market Street, when the Muni Metro service gets underway soon.

"To gain day-to-day experience and gather information as to actual performance in regular operation," the Muni announcement says, "LRV's will begin carrying passengers over the surface portion of the K-line. You are invited to help us by taking a ride on the new cars. Initially, no fares will be charged."

LRV's will be placed into service over the K-Ingleside line between West Portal and the BART Balboa Park station serving Ocean Avenue, City College and convenient transfer points along the way. They will supplement the regular K service to the East Bay Terminal by shuttling between West Portal and Balboa Park stations from 6:00 a.m. to 6:30 p.m., weekdays only.

The present No. 92-Balboa Park motor coach shuttle, which now provides similar service, will be discontinued when the LRV/K-Shuttle is successfully operating.

West Portal Opening

(From page 1)

Station was the first of several Muni Metro stations to be opened, "because of the efforts and interest of you West Portal merchants and citizens."

Construction of the West Portal Station began in 1974; the larger platform was required because the new LRV's, which will remain underground beneath Market Street all the way from the Embarcadero, and then beneath Twin Peaks, emerging only at West Portal, carry many more passengers than do present cars.

These cars made up the transit parade (the first three have always belonged to Muni):

"No. 1" was received by Muni in 1912, has rattan seats, a capacity of 48, air brakes and folding steps. Its original cost was $7,100.

No. 0131 is a 48,000-pound wrecker which was received by Muni in August, 1914. It was a passenger car, seating 50, until 1958, when it was converted to a wrecker.

PCC No. 1040 is an example of the President's Conference Committee car, a common sight on San Francisco streets for many years and the last of its type to be built. Its cost was $37,751. Twenty-five of them were received in 1951 and 1952. It's a single-end (non-reversible) car, with a seating capacity of 58.

Rail grinder 0109 was brought to San Francisco two months ago from the Railway Museum in Rio Vista, California, to grind the rails in Twin Peaks Tunnel. Over the years it has been kept in full operation, with maintenance being performed as necessary despite its age. It's a former streetcar, used in revenue service in the early 1900's.

The "tower car", #0304, is a double-truck car, hand-operated, with a cab on each end. It is used as needed whenever overhead line work is required, usually in the Twin Peaks Tunnel but also on the right-of-way if necessary.

Presenting a distinct contrast to the older passenger and work cars was the new Light Rail Vehicle, one of several which have been accepted by Muni for testing on San Francisco streets before being placed in service later this year. Muni will eventually receive 100 of the cars, which cost $320,000 each, have three sets of wheels, and are articulated (they bend in the middle).

DIANNE FEINSTEIN, Mayor of San Francisco, adjusts her microphone, with the assistance of George Fenneman, master of ceremonies, as preparations are made for her cutting of the ribbon of Muni transfers to mark the opening of the station. On the left is Marc Troy, public relations director of the West Portal Merchants Association.

SAFETY CORNER —

'Supervise for safety'

by Tom Jennings
Safety Officer
Public Utilities Commission

Shown below is the "Cost of Accidents" Summary, published by the P.U.C. Bureau of Safety for calendar year 1978.

The money costs due to occupational injuries and illnesses could be put to far better use for the benefit of our employees. That sum of $240,000 is a great deal of money!

Eye injuries, easily prevented with safety glasses, cost Muni $58,000 alone. Back injuries that can be easily avoided, by simply lifting properly, came in second costing Muni more than $44,000!

For an operation the size of Muni, these figures are about average when compared to other bus and trolley transit systems of comparable size. They are still **not good**.

Supervisors must supervise for safety, and employees must constantly be aware of hazards within the work place. Let's work together and bring these figures down for 1979!

(Editor's Note: Muni maintenance shops had illnesses and injuries at the rate of 10.7 per month during 1978. The rate for the year was 12.7. Although there were no fatal accidents, figures for total disabilities are not available at this writing. Injuries to the fingers occurred most frequently, with eyes and back injuries next.)

1978

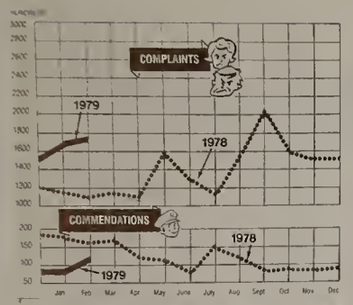
Parts of bodies injured in work accidents:

	Number of Accidents	Days Lost	Cost
Eye	19	237	$ 57,973.68
Head	4	58	14,246.16
Arms	5	4	600.00
Trunk	11	126	25,302.72
Back	19	218	44,211.84
Hands	12	66	14,785.68
Fingers	22	94	20,961.96
Legs	8	24	4,353.72
Feet	10	108	16,876.92
Toes			(no injuries)
General	17	252	40,162.24
Totals:	127	1,187	$239,475.00

TRANSIT HISTORY, CHAPTER IX

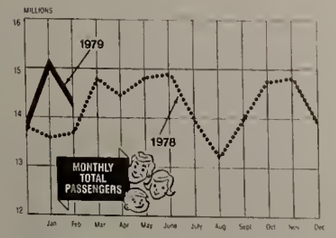
The next issue (May) of Trolley Topics will carry the final chapter in its 17-month, nine-chapter coverage of San Francisco Transit History. The final episode is to be titled, "Re-railing and the 'New Muni'".

The material for the final episode was obtained through the courtesy of Rino Bei, Transit Improvement Program Manager, and provides a transition between Muni's history and its goals for the future



TOTAL NUMBER of complaints increased in January and February when compared with December, 1978, but commendations also increased. The Bureau of Public Service listed 1,703 complaints for January, and 1,765 for February, but commendations were also on the rise — 88 for January and 135 for February. This compared with 81 commendations for December and 66 for last November.

OPERATIONAL ACCIDENTS declined for the first two months of 1979 when compared with the last two months of 1978. Accidents totaled 400 for last November, 392 for December, then declined to a total of 364 in January, even further to 325 in February.



'Ikarus' Bus Tested on City Streets

(below)

REPRESENTATIVES OF Crown Coach in Los Angeles and the Ikarus Works in Hungary discuss the various merits of the bus as they stand beside the accordion-like section which allows the bus to bend in the middle. Left to right they are: Laszlo Peresztegi, Maintenance Engineer and Andras Racz, Department Manager, both of the Budapest works; William (Bill) Coryell, Crown Coach Transit Program Director (with hand raised); Jasper Collins, the San Francisco Muni driver of the coach, and Curtis E. Green, Muni General Manager.

THE ARTICULATED (hinged-in-the-middle) Ikarus coach, 60 feet long and capable of accommodating 107 passengers, is shown as it negotiated a turn in Golden Gate Park recently. The bus was tested during a four-week road trial from mid-March to mid-April, with passengers asked to fill out forms indicating what they may have liked and disliked about the vehicle. The Ikarus coach was built by the Ikarus Body and Coachbuilding Works of Budapest, Hungary, one of the top five bus manufacturers in the world. Crown Coach Corporation of Los Angeles, their U.S. partner and marketing organization, is providing the coach, on a trial basis free of charge.

TOTAL PASSENGERS for January hit the "top of the chart," with 15,039,530 passengers, and then declined only slightly in February, to 14,358,-720 passengers.

muni

Graduates of bus operators training

SHOWN ABOVE are 14 members of Class 85, Bus Operator Training, as they received graduation certificates at the Randall Junior Museum last month. Seated in the front row, left to right, are Kaya Okana, Alinde O'Malley, Patricia Steuben, Berlin Cata, Michael Fax, Frederick Gray and William Capenhaven. In the rear, standing, are Rudolph Brown, Armando Barni, Anthony Chan, John Cohnstaedt, Joseph Whitley, James Cullins and Rudalph Thamas. Standing on the left are Sam Walker, Secretary-Treasurer of Local 250-A, Transport Workers Union, and (behind Walker), Richard Sklar, General Manager of the San Francisco Public Utilities Commission; standing on the far right, Curtis E. Green, Muni General Manager, and next to him, Rod Bartholomew, Muni's Deputy General Manager.

...and LRV maintenance course

(left) MUNI PERSONNEL who recently completed their training in Light Rail Vehicle maintenance are shown, left to right, front raw, Fred Newtan, John Ellingsen, Jae Daminguez, Patrick Pace, Jerry Morlack and Ran Custer. Back row, Jack Weigel, Jonathan Miller, Robert Olsan, Jack Westlie, Frailan De Guzman, and Don Bannett. Bab Ewing of Boeing Vertal, instructar, is at the right rear.

WELCOME ABOARD

Some new people; Some people with new jobs

(February 1979)

Anderson, James M.	2708 Custodian	New with Muni	2-5-79
Barques, Elena	1404 Clerk	New with Muni	2-16-79
Britton, Anthony D.	2708 Custodian	New with Muni	2-14-79
Butler, Carlton E.	7379 Elec. Tran. Mech.	New with City	2-9-79
Cardella, Fred	7334 Stationary Eng.	New with City	2-8-79
Cronbach, Michael	5289 Tran. Planner III	From Perm-5288	2-28-79
Debono, John	7283 Track Maint. Sup.	From Perm 7251	2-28-79
Figone, Angelo	9194 Tran. Sched. Anal.	From Perm 9126	2-14-79
Gilmore, Ronald E.	9154 Tran. Cont. Ch. Insp.	From Perm 9151	2-14-79
Hibdon, Steven C.	7318 Elec. Maint. Tech.	New with City	2-14-79
Kimball, Charles T.	7379 Elec. Tran. Mech.	New with City	2-14-79
King, George Jr.	8226 Museum Guard	New with Muni	2-7-79
Kramek, B. Henryk	7318 Elec. Maint. Tech.	New with City	2-7-79
Liou, Lulu	1632 Sr. Acct. Clerk	From Perm 1630	2-28-79
Lopez, Arturo	9170 Tran. Oper. Instr.	From Perm 9144	2-14-79
Magann, Carl E.	7319 Elec. Mtr. Rprman.	From NCS 7379	2-6-79
Matthews, Ervin Jr.	9150 Tran. Cont. Disp.	From Perm 9144	2-14-79
Morrison, Daniel P.	7410 Autom. Serv. Wkr.	New with City	2-20-79
Negrone, Peter M.	7379 Elec. Tran. Mech.	New with City	2-14-79
Nitake, Toyoo	9157 Claims Adjuster	From Perm 9168	2-14-79
Ruth, James W.	9130 Tran. Sched. Mkr.	From Perm 9144	2-21-79
Sada, Jeffrey T.	7379 Elec. Tran. Mech.	New with Muni	2-14-79
Soberon, Damaso R.	7319 Elec. Mtr. Rprman.	New with City	2-14-79
Spears, Leroy	7381 Autom. Mechanic	New with Muni/City	2-20-79
Taraya, Ramon S.	5206 Assoc. Civil Eng.	New with Muni	2-28-79
Threadgill, Walter	9150 Tran. Cont. Disp.	From Perm 9160	2-28-79
Ware, Walter	9187 Cable Car	From Perm 9155	2-28-79

THE RIDERS WRITE—

(Continued from page 3)

A Major, U.S. Air Force retired, writes, "For several days I have been fortunate enough to ride the 38 Express bus, proficiently operated by a very cooperative, pleasant and courteous party by the name of Mr. Charles Ford, #2389. He always greets his passengers with a smile and a good morning just prior to beginning the express run at Masonic and Geary, and informs everyone that the next stop will be Post and Powell Sts. This allows a person to depart the bus if an error is made. In my opinion passengers appreciate this type of professionalism. Other drivers would do well to emulate Mr. Ford's cooperative attitude."

A consulting economist who works on Market Street wrote that he "wants to commend Operator 3755 (Peter Groubert of Presidio Division — Ed.) for his courtesy, cooperation and skill in operating the motor coach. I rode with this operator on the #5 line, boarding at the City Hall around 1:50 p.m. on Thursday, March 8. The operator greeted each passenger cheerfully as they boarded. He was gracious in answering questions raised and demonstrated a genuine spirit of helpfulness to those who needed aid. His starts and stops were very smooth, making this ride one of the most comfortable I have ever experienced on a Muni bus. I wish all of your operators were like this one."

TROLLEY TOPICS

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Richard Sklar, *General Manager Public Utilities Commission*

Curtis E. Green, *General Manager Municipal Railway*

Ralph W. Bryant, *Editor*

Les Teal, *Acting Chief Photographer*

David Butterfield, *Assistant Photographer*

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muni

TROLLEY TOPICS

Vol. 5, No. 5 San Francisco Municipal Railway "The People's Road" June 1979

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Dwayne Price Is Named April Muni Operator

"I hope this honor will not swell my head, but instead *will* swell my heart."

With these words Dwayne Price, a veteran of nearly 24 years of service with Muni, accepted his award as "Muni Operator of the Month" for April in a special award ceremony at Woods Division on May 14. Price is the 301st recipient of the award, first presented in 1950 as a continuing operator courtesy-safety-service program.

Among all the items studied by the awards committee in its perusal of Price's file, and others, perhaps the most significant was a letter from the granddaughter of an 87-year-old woman passenger whom he had known for about five years. Myrtle Heumphreus, president of the Capp Street Senior Citizens Association, had been so impressed with Price, and had spoken to her granddaughter so often about him, that the letter was something that "had to be written."

Myrtle Heumphreus, with Dwayne, admires his honor award.

Price, 47, most recently has been driving motor coaches on the 11-Hoffman Line, but also has operated motor coaches on the 40-Commuter, 72-Haight-Sunset and 80-Gateway Express routes. Many years ago, he operated trolley coaches on the 1-California and 3-Jackson lines.

He and his wife, Linda, to whom he's been married for 16 years, have two sons, Greg, 15 and Gideon, 13.

Asked his reaction to the award,

(Continued on page 4)

Evelyn Wells 1st Female Inspector

Evelyn Joyce Wells, who previously operated an N-Judah line streetcar for the San Francisco Municipal Railway, began work last month as the first female inspector in the history of Muni, Curtis E. Green, Muni General Manager, announced.

Inspectors supervise service, help investigate accidents, clear up delays, and because they have the status of special police, are authorized to cite drivers for parking in bus zones and similar infractions. Muni has 64 such inspectors, who are responsible for these activities within nine "radio car districts" in the City.

Wells, 28, is a native of Montgomery, Alabama, but a long-time resident of San Francisco, and a graduate of Lowell High School. Her service with Muni was preceded by approximately two years as a federal government employee. During that time she was a voucher examiner for the Environmental Protection Agency, in its San Francisco office.

Inspector Wells came to work for Muni in March, 1977, became qualified to operate both buses and streetcars, but since that time has been operating streetcars only. She recently became qualified to drive the newest Muni streetcar, the Light Rail Vehicle.

Her husband, Eddie, started working for Muni recently, and daughter Channelle, 5, attends Westlake Montessori School in Daly City.

DEDICATION POSTPONED

The dedication of Muni Metro Center, previously announced as June 1, has been postponed to 10:00 a.m., Wednesday, July 11.

AUTOMOBILES MINUS GASOLINE EQUAL INCREASED MUNI RIDERSHIP...

(See charts, page 5)

Editor chats with L. R. V. Passengers

On a sunny day in May, Ralph Bryant, editor of *Trolley Topics*, accompanied by Associate PUC Photographer Dave Butterfield, took advantage of the free rides being offered by Muni on the LRV's traveling over West Portal and Ocean Avenues. However, theirs was not just a pleasure trip. They were busy gaining the reactions of the public as men, women and children took their first rides on the LRV.

Above, Bryant records the comments of one of the passengers as Dave takes their picture. See the Question Man, page 2, for the results of the interview/adventure.

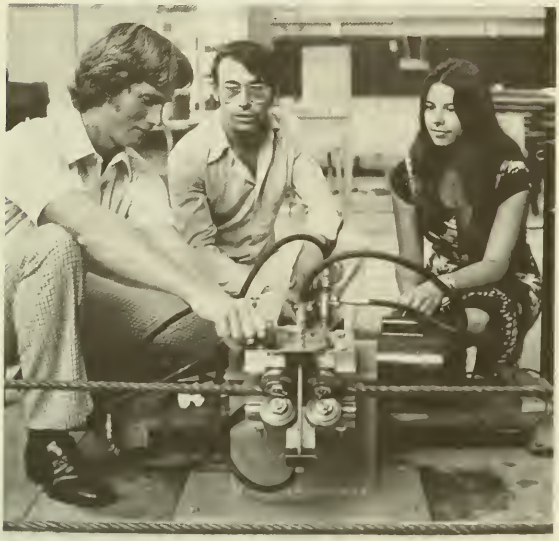
Muni Drivers Host Seniors' Fair

For the second straight year, the San Francisco Muni Drivers Association co-sponsored a "senior picnic and fair" in Sigmund Stern Grove at 19th and Sloat, on June 7 this time with the theme, "A Third Age Fling."

Bay View Federal Savings joined with the association in sponsorship of the event, publicized as "a day to honor our senior citizens." Entertainers, informational and educational booths, free beverages and popcorn and "surprise attractions and very special guests" were on the schedule, along with "bring-your-own" food.

(Continued on page 3)

Stanford Students Complete Modification of Cable Grip



New clutch-type grip for San Francisco cable cars is shown off by its developers (left to right), Stanford graduate students Rick Peyran, Michael Divine, and Mary Ellen Haahr.

A new type of cable car grip, as yet untested, has been developed by three graduate engineering students of Stanford University. If it proves to be successful, it could save the city of San Francisco $500,000 a year.

The grip is a device that cable car gripmen use to grasp the moving cable that runs beneath the street. By grabbing the cable between two rounded steel "shoes", each about 15 inches long, the grip allows the car to be towed along uphill and down by the cable.

The trouble with the system which has previously been in use is the rapid wear it causes. It takes a heavy toll of both cable and shoes. Cables have to be replaced every two to four months, and shoes every two or three days. The cost is more than half a million dollars a year.

With research support from the city of San Francisco, three engineering design students — Michael Divine of Paris, France; Mary Ellen Haahr of Syracuse, N.Y., and Richard Peyran of Portland, Ore. — tackled the problem as part of their work for master's degrees in mechanical engineering. In nine months they put together a prototype grip that in principle resembles the automatic clutch of modern automobiles. The new grip promises to eliminate most of the wear.

Instead of two steel shoes holding onto the cable by brute force, the new grip has an oil damped wheel with an outside concave "tread" that matches the twisted wire contours of the cable.

Professor Ernest Chilton, who taught the mechanical engineering course for which the students produced the new grip as a class project, estimates that it should cost about $15,000 per cable car to install the new grips. He believes the cables would then last about two to three years.

The cost of the research to San Francisco was about $5000.

Letter to Editor Praises Muni

•✓We had an opportunity to visit San Francisco for two weeks (and) were astonished, after all we had read, to find the Muni drivers to be courteous, thoughtful, kind and considerate." So reads a letter, printed recently in the Sunday Chronicle-Examiner, from Gene, Mary and Kerry King of Coalinga, California. "Our kudos, compliments and thanks to the people who made our seldom-made trip so much fun. Maybe a thanks once in a while will do wonders (and a 'please' too)".

Question Man

"What Do You Think of Muni's Light Rail Vehicle?"

(Asked on the K-Line shuttle, where during May free LRV transportation was provided between the West Portal station and BART's Balboa Park Station)

Kim Wayne, 22 Beverly Street:
"It's a smoother ride; I've been riding street cars for a long time, and this is noticeably smoother than those I've been on before."

Betty Landis, 44 Entrada Court:
"It seems to be very smooth. Hey, by the way, I'd like to see an arrangement in which there'd be no extra transfer fee between BART and Muni; there has been a transfer fee in the past."

Diane Mack, 175 Thrift Street:
"It really rides smooth. It's very confortable. I like it — very enjoyable to go from place to place."

Mary Ellen Hernandez, 159 Granada:
"Very smooth running, really. It's very spacious, very different, really. I mean, I have a bad back, and I haven't felt any hurt in my back."

Ellen Birnbaum, 150 Page Street:
"Yeah, I think it's very nice. It's more modernistic. It's also pretty and the air is fresher; it's just a nicer vehicle."

Lisa Brooks, 626 Sawyer:
"It's a nice ride. More space, too, more than the buses or other streetcars."

Allan Babakam, 267 Liberty Street:
"I like the ride, it's really an improvement over the old cars. It's a lot more comfortable, and it's nice having a free ride to school!"

Anita Scheifler, 2338 - 44th Avenue:
"It seems to be riding pretty smoothly, but I'm hoping it holds up, they haven't worked well in Boston."

Joe Batiste, driver:
"I've been with Muni the past eight years, and have driven PCC's the past four years (before, I operated cable cars). The LRV is quite simple, really. It's unique, nothing to do with your feet, you touch controls by means of a hand lever, and the braking system is lots better, I much prefer the new car to the old one."

Max Bedel Is Honored by MTC

Max Bedel, a retired Muni operator, was honored recently by the Metropolitan Transportation Commission "for his donation of personal services to the S.F. Municipal Railway.

"Since his retirement early last year," the citation continues, "Bedel has continued to donate five days per week performing clerical and maintenance tasks for Muni." He has been performing these services for the claims office at Presidio Division.

Bedel's seniority with Muni extended from January, 1939 to his retirement in June, 1978; although there was a break in that service, he was with Muni continuously from 1953 on. Chosen as Muni-Operator-of-the-Month in 1972, he was a runner-up for the honor six times and holds 55 commendations.

His last days of service were with the No. 16-Noriega Express (Bus 3070), where he won the affection and respect of innumerable Sunset District residents.

The Transportation Awards Program, sponsored by the Metropolitan Transportation Commission, gives formal recognition for outstanding achievements made by individuals, citizen groups and organizations that support or improve public transportation.

Seniors' Fair...

(Continued from page 1)

This month also marks the first anniversary for the drivers' association, created by Muni drivers from all six divisions of the system, "concerned about their public image and ways to improve it," according to the group's policy statement. It was incorporated in order to finance charitable community projects, such as the senior picnic and fair.

A month after the establishment of the association, it took on its first such project, a Toys for Tots drive under the guidance of its president and founder, Calvin Davis. More than 5000 toys were collected and distributed the following Christmas, to 11 communities with 3000 needy children.

Planning Division Is New, But Effective, Office

See "Award" Story (page 5)

Here is the staff of the Planning Department at Presidio Division (Muni headquarters): Charles Nash (kneeling in front); left to right, standing, Luther Freeman, John McKane, Mark Weisman, Barbara Brown, Hawley Adams, and Buford Johnson; Peter Straus, upper left, is shown clinging to the trolley bus; Acting Director of Planning Tom Matoff stands behind Weisman and Brown; and behind Adams are Carl Natvig (top) and Michael Cronbach.

(Editor's Note: In coming issues, *Trolley Topics* will provide a series of in-depth reports on the various departments and divisions of Muni. First in line is the Planning Division.)

The Planning Division is one of the newest departments of the San Francisco Municipal Railway. The need for such a department was recognized in 1974-75 when funds were made available to the City through the California Transportation Development Act of 1971 (a partial sales tax on gasoline).

The officially authorized staff consists of a Director of Planning, responsible to Muni's General Manager, seven professional planners and two secretaries. A Metropolitan Transportation Commission staff consultant is also temporarily assigned to assist the division staff.

Here are the broad responsibilities of the division:

- Preparation and update of Muni's Five-Year Plan.
- Preparation and update of Muni's Capital Improvement Program.
- Preparation of specific technical reports on a wide variety of matters relating to Muni operations, and development of necessary material for submission to MTC and UMTA with grant applications.
- Continuing liaison with government agencies, and with citizens' organizations through an extensive public outreach program.
- Maintenance of a reference library.
- Review of all environmental impact reports submitted to the Department of City Planning for project impact on Muni.

Muni's Five-Year Plan is a master plan for transit development in San Francisco, and the first such effort to be produced by a professional in-house Muni planning staff.

One of the principal sources of information used in development of the plan is the recently completed Planning, Operations and Marketing (POM) study. This major planning effort, which was conducted by consultants Wilbur Smith & Associates provides a data base and makes a wide range of service and operations recommendations. It calls for a basic re-structuring of the Muni network on multi-destinational principles.

More than 70 meetings were held in recent months as part of the division's major public outreach program, designed to expose the recommendations of the POM study to the widest possible audience, and to obtain citizen reaction to those recommendations.

As of this writing, Phase I of the Five-Year Plan is scheduled to go into effect on August 29.

PACIFIC COAST CHAPTER
RAILWAY AND LOCOMOTIVE HISTORICAL SOCIETY

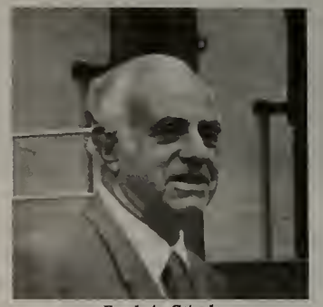
The History of An Important Role by A Significant Organization

(PART ONE of THREE PARTS)

The Pacific Coast was settled in an era that saw the iron highway achieve its highest level of development. To gather all the data available on Western railroads has been the task of the Pacific Coast Chapter of the Railway & Locomotive Historical Society.

Started by a small group of seven enthusiastic railroad historians 42 years ago, the chapter has become the leading organization of its kind in the Far West. With over 500 members, the membership is spread from Canada to Mexico and from the Pacific to the Atlantic coasts.

One of the outstanding achievements of the chapter is the preservation of historical railroad equipment. The list of items includes three Virginia & Truckee railroad locomotives, two narrow gauge trains and the historic locomotive C.P. Huntington along with the leased Governor Stanford from Stanford University. Also included are four pieces of operating passenger equipment: an observation lounge, chair car and two coaches. These cars have been completely renovated to depict the way they looked when they were first purchased. They are kept in tip-top mechanical condition and have been used extensively for the chapter's excursions and historical events.



Fred A. Stindt

The program of restoration began in earnest in 1965. Until that time, very little effort had been made to restore the historical rolling stock to its original appearance. The ancient locomotives and cars were located in various railroad yards in the San Francisco Bay Area, many of them charitably described as "junk" because of lack of attention and vandalism. In an attempt to make them presentable, chapter members approached the railroads for help in restoration, with little success. Nevertheless, they stimulated the interest of a small group of craftsmen who worked for the Bethlehem shipyard in San Francisco.

To date, Bethlehem has reconstructed 14 pieces of equipment, with a total value of more than $200,000.

Supervision of the rejuvenating tasks came under the guidance of Fred A. Stindt, chairman of the chapter, who managed to obtain drawings, photos and all things necessary to assist Bethlehem in the refurbishing work. And William Penn Mott, Jr., who in the early '70s was Director of California's vast parks and recreation system, was so taken with the restoration that he made space available in the Old Sacramento project to house the 40 pieces the chapter has acquired since 1937. What better place to display the equipment than Old Sacramento, along the river front and in the exact spot where the first railroad was built in the state in 1855!

How does the chapter pay the costs of its projects? There are the usual donations; selling of books, postcards, and railroad memorabilia and the like, but another method of raising money proved best, profits made from excursions. The chapter has operated more than 200 trips since the day it received its charter from the parent society in July, 1937.

When steam power was leaving the scene in the United States, the chapter and its patrons journeyed to countries far and wide that still had the "iron horse." Some of the trips are six weeks long, but most are of the weekend variety, and with the one-day and longer junkets, the chapter now operates about 12 historical excursions each year. An active, qualified and efficient staff plans and executes these adventures, with the goal of giving the membership and friends the best in railroad travel with emphasis on comfort, scenery and historical significance.

The climax of all the tours was the chapter's sponsorship of two special trains for the Golden Spike Celebration on May 10, 1969. The coach train between San Francisco-Oakland and Truckee, California, commemorating many plaque presentations en route, had a thousand passengers in 22 cars. The Golden Spike Special to Ogden, Utah, and the motor coaches to Promontory, had 400 persons, 95% of them sleeping car passengers. A magnificent, glorious occasion!

(Continued next issue)

Dwayne Price...

(Continued from page 1)

Dwayne Price said, "Many thanks to the people who gave me this, but it really was not expected. I don't consider it an award for my efforts, but as an inspiration to me to make my services to Muni and my passengers even better than they have been. I do thank all of my passengers, who were kind enough to reciprocate and thank me for my efforts."

A native of Tennessee, Price moved to California in 1947. For recreation, he likes to hunt, fish and play golf, and as a spectator, take in an occasional football game.

Price pointed out that he "had met many people on the Jackson line, and the 11-Hoffman," calls them by their first names, and they call him Dwayne. His policy is to say something, or to smile, when he notices someone who appears to be nervous or grim-faced about riding for a mile or more with "perfect strangers." By his attitude he makes them feel "at home" with him, whether or not the bus is crowded.

He indicated that he knows his passengers so well that he's watched some of them grow from kindergarten to adulthood, marry and have children, and then those children have started a new cycle with him. Now he is *their* "friendly bus driver."

To honor Price as Muni Operator of the Month, friends, family members and co-workers had coffee and doughnuts with him at his home division, Woods; they saw other awards presented to him such as a letter of gratitude for his services to the City, from Mayor Dianne Feinstein; U.S. Savings Bonds from the Transport Workers Union, local 250-A, and from LaGrone's Insurance Agency. Price also received a check for $100 from Metro Transit Advertising.

Dwayne Price is shown with his family as they posed following the recent ceremony to honor him as April Muni Operator of the Month. Left to right, they are Greg, Gideon and wife Linda.

Al Foster Dies

Albert Charles Foster, 60, Chief Transit Information Clerk for Muni since November, 1973, died suddenly May 17 from an aneurism while under treatment at Ft. Miley Veterans Administration Hospital in San Francisco.

A native of New York State and a veteran of Pearl Harbor, Foster is survived by his wife, Betty, who lives at 457 Campbell Avenue in the City; and three daughters, Charlene, of Long Beach; Liz (Mrs. Neal) Kochman of Washington, D.C.; and Joy (Mrs. J.D.) McGoran of

San Francisco. His mother, Anna Scheeler, lives in Westbury, N.Y. Foster first went to work for Muni in 1960.

Robert Rockwell, Director of Public Service for Muni, who worked closely with Foster for many years, said of him: "Al was always ready to lend a hand, or be of assistance when needed. His unfailing good spirits and optimism were always a bright spot in the day... He will be sorely missed by the many, many friends he had at Muni who knew him not only as a fellow worker but as a friend and a fine person."

Women Do Automotive Service Work at Woods

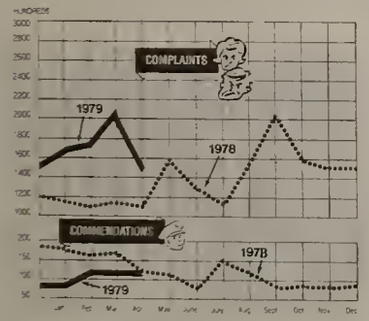
Shown above are two of the eight women automotive service workers who recently began working for the Woods Division motor bus maintenance shops. This is the largest number of female automotive service persons ever to work for Muni shops. The need was there and they were qualified. Above are Beverly Hopkins, left, and Helen Carson. Others are Willie Mae Davis, Julia Edmonds, Jessica Miller, Kathleen Higuera, Sandy Howard, and Charlene Vejdobsky.

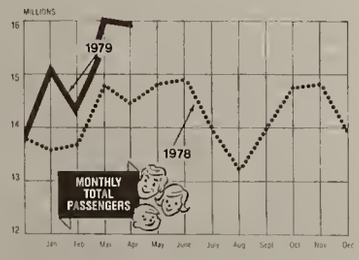
Planning department Receives MTC Award

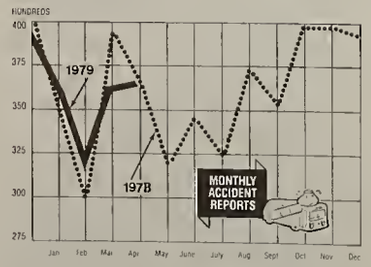
The staff of the Planning Department of San Francisco's Municipal Railway has received the 1979 Award of Merit from the Metropolitan Transportation Commission, Curtis Green, Muni General Manager, announced.

The award, consisting of a unique paper-weight topped by a ball bearing casing, properly inscribed, was accompanied by a citation which read, "The planning staff's activities on behalf of public transportation are exceptional, as evidenced by the development of the Muni Railway's Five-Year Plan."

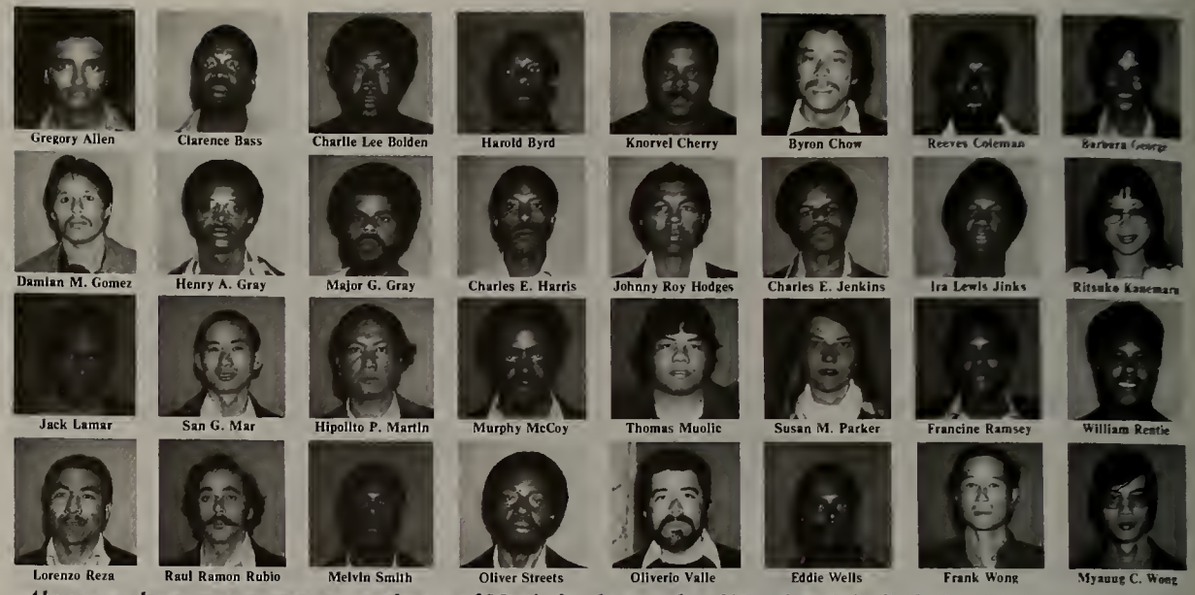
Number of Passengers Zooms Up.







DESPITE A VAST INCREASE IN RIDERSHIP, complaints went down in March and April (perhaps, realizing the necessity of using public transportation, passengers were "more tolerant" (?)). Number of passengers zoomed from February's 14.35 million to March's 16.17 million, dropping very slightly in April to 15.93 million. Complaints in February numbered 1,765, increased to 2,027 in March, but then dropped back again to 1,512 in April. Commendations, after hitting a so-far-in-'79 high in February at 135, leveled off during March and April. Not too surprisingly, because of the increased number of vehicles on the streets, accidents increased (however, we would not be surprised to see May and June statistics show a decrease; the "gasoline crunch" made traffic much lighter in those months). Chart above reflects 325 accidents in February, increasing to 362 in March and 369 in April.



Above are shown new permanent employees of Muni, for the months of March and April. Trolley Topics ***was unable to acquire pictures of the following, who also are new March-April permanent employees: Connell D. DeWalt, Samuel P. Smith, Charles N. Kascal, Wilbur N. Collins, Danny Wong, Edwin L. Kelly, Gregory Wellington, and Goe Tin Chong.***

Why are these people smiling? (1) Deborah has just been graduated from the operator training program, (2) She and George seem to be happily married, (3) George recently completed the same training program, (4) they are the first married couple in Muni history to enter training and be graduated at approximately the same time, and (5) they look healthy and happy in their careers with Muni. George Bouie is a cable car gripman, while his wife has been assigned to Woods Division and is in training to operate motor coaches for Muni. Other graduates of her course, class #88, are Herbert Beasley, Dolores Lipkins, On-Pong Yeung, Carl Brown, Otis Green, Aaron Hale Watson, Stanley Bethea, Henry Brown, Jr., and Rudolph Strickland, Jr.

SAFETY CORNER —

Sunlight in Eyes Causes Accident

Here's an accident that caused as much as $1,507.74 in medical care and hospitalization:

The claimant and a male companion were walking north across Duboce Avenue in the uncontrolled crosswalk at Steiner Street. They had crossed approximately two-thirds of the street when they were both struck by a westbound streetcar. The streetcar operator alleges that the sun was very bright and he could not see the pedestrians in front of his streetcar. The claimant was dragged at least 43 feet under the right front corner of the streetcar. She had a scalp laceration that bled heavily at the scene, leaving a rivulet of blood running down the slight grade the length of the streetcar.

The claimant was hospitalized at San Francisco General Hospital for four days as a result of the accident, and continued treatment with an M.D. for five months after the accident.

Recommendation: sun glasses, a visor, or other preventive method of keeping the sun out of operator's eyes. Also recommended: a slower speed, as slow as necessary to cope with difficulties caused by bright sunlight.

TROLLEY TOPICS

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Richard Sklar, *General Manager Public Utilities Commission*

Curtis E. Green, *General Manager Municipal Railway*

Ralph W. Bryant, *Editor*

Les Teal, *Acting Chief Photographer*

David Butterfield, *Associate Photographer*

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How Muni Metro Looks Today

Above, in a recent picture, are shown many of the Boeing Vertol Light Rail Vehicles, 100 of which are now on order, shown in the yards to the west of the Muni Metro Center. The center, in the rectangle bound by Geneva, Ocean and San Jose Avenues and the BART Balboa Park station, was scheduled to be dedicated on July 11.

Felipe Goycochea Saves a Life During Recent Conflagration

Described as "a real hero" in an inspector's report, Felipe Goycochea, a relatively new employee of Muni, rescued an aged woman from a burning building at great risk to himself, at 24th and Treat Streets on June 19.

According to the report of the inspector, Warren Weidinger, "Operator Felipe Goycochea, cap #4475, was off on Monday and Tuesday. On Tuesday at about 2 p.m. . . . a flat was on fire, and he heard a lady screaming for help; (she) was about 80 years old, on the second floor. He broke down the door. The house was full of smoke, and he ran up to the second floor and pulled the lady down the stairs and saved her life at the risk of losing his own life from the smoke."

The incident was carried on local television news stations, with Goycochea given proper credit. This fine Good Samaritan, who is 43 years of age, is assigned to the Woods Division. He began his service with Muni on January 10 of this year.

BARONE RETIRES — HIGGINS NEW NO. 1

Sam Barone, the last Muni operator with service going back to the days of the Market Street Railway, retired last month after 40 years of service. A retirement party was held for him at his headquarters, Kirkland Division.

Meanwhile, Levert Higgins, also of Kirkland, quietly took over as the Muni operator with the most seniority, 34 years. A native of Beaumont, Texas, Higgins started working for Muni shortly after arriving in San Francisco. A widower, Higgins has a son, Levert, Jr., 41, who drives motor coaches out of Woods Division. He also has two daughters who live in San Francisco.

(Continued on page 2)

SEE INSIDE FOR:

Muni operator of the month ..... page 3
The Transportation Department ..... page 2
Annual Muni Roadeo ..... page 2

MUNI Employees Honored For Tutor Work With Students

Marking the end of the school year, 16 Muni employees were honored last month for tutoring and other services performed with San Francisco middle school students in recent months under the auspices of the San Francisco School Volunteers. Volunteers is a non-profit organization which works in cooperation with the San Francisco Unified School District to bring additional resources to the public schools.

Most of the Muni employees performed their tutoring assignments at Benjamin Franklin Middle School, 1430 Scott Street; however, two of them, headquartered at Geneva Division, did their tutoring at Aptos Middle School, 105 Aptos Avenue. Certificates, presented by Joanne Dills, coordinator of the program, stated that they were being awarded to the Muni volunteers "as a token of appreciation and thanks for volunteer services to the school children of this City." The certificates were signed by Robert Alioto, San Francisco Superintendent of Schools, and Ruth L. Levinson, School Volunteers president.

Tutoring at Aptos are Robert Louie and Melvin Wilcox; all others, who tutored at Franklin, are Walter Barnes, who coordinated the program for all Muni employees; Lynn Lembke, Clarence C. Bell, Bobbi Cortrel, John D. Hogan, John Koehne, David Hooper, John D. Krueger, Lorelyn Liu, William T. Rucker, Ksiel Sztundel, Rosie Wimberly, Michael Cronbach, and Alex Ricca. ***(see picture, page 6)***

FAMILY DAY ON THE LRV!!

All Muni employees have been invited to ride free, with their families and friends if they like, on the LRV under Market Street on Saturday, July 21! The time blocks set aside for the rides, which will proceed round trip in the BART-Muni tube from Embarcadero Station to Castro station, will be from 10 a.m. to 3 p.m., and from 6 to 9 p.m. The portion of the trip beyond Civic Center station will be in the Muni-only tunnel. If you want to participate, see your superintendent or supervisor **now!**

THE DEPARTMENTS OF MUNI – II

Schedules, Training, Safety Are Transportation Department Chores

The responsibilities of the Department of Transportation of San Francisco's Muni, and the work accomplished by the various Muni subdivisions that report to the transportation department, are enough to boggle the mind. This is no place for any other than experienced, dedicated people, and Muni is fortunate enough to have the right people in the right places.

Carl C. Barton is Superintendent of Transportation, and as such he directs and supervises the day-to-day operation; oversees and coordinates the making and implementation of new schedules and updating of present schedules on a continual basis; oversees the training and retraining of transit operating employees, and oversees the development and implementation of a safety program.

Serving under Mr. Barton at his Presidio Division offices are three assistant transportation superintendents, Art Franke, John Saragosa, and Frank Bauer, with appropriate secretarial and administrative personnel as required.

In addition to the central office staff, the Schedule and Traffic Division, Maurice Ittig and Angelo Figone, co-superintendents; the Safety and Training Supervisor, Victor Belliveau, and staff, and Don Cameron, Muni Metro Manager and his organization are under the Transportation Department.

The Geneva, Kirkland, Woods, Presidio and Potrero Divisions are supervised by Art Franke; Frank Bauer supervises the operation of Transit Control and the Transit Information Department.

4th Annual Roadeo Is Set For July 14th

At press time approximately 50 Muni vehicle operators were scheduled to compete in the Fourth Annual Safety Roadeo, at Candlestick Park on the morning of July 14. These drivers responded to a letter from Muni General Manager Curtis E. Green which invited all eligible operators to participate and pointed out that the winner will represent Muni in the American Public Transportation Association's national bus roadeo to be held later this year in Canada.

Entrants are required to pass a safety quiz, perform a pre-trip inspection of equipment, demonstrate actual driving ability, and make a good impression with their personal appearance.

Last year's winners of the Muni Roadeo are Douglas Norberg, #3010 first, Cleon Fleming, #2582, second and Kermit J. Arnold, #3452, third. Winners of the 1979 Roadeo will be announced in next month's Trolley Topics.

Carl Borton, seated at desk, joins part of his staff in posing for the picture to accompany this month's article in our series on Muni departments, centering this time on the Transportation Department. Standing, left to right, are Arthur J. Fronke, Tuitogomotoe ("Tuna") Misa, and John Sorogoso. Others on the staff, not available for the picture, are: Frank L. Bauer, Mary Timmermon, and Armando Rendon.

Passengers Petition To Return Popular 43-Line Operator

If anyone has ever doubted that the good works of a Muni employee can make a decided impact on a community, read on (there are many more examples, but due to space limitations, we can't print them all).

Essie Mays, Jr., cap #2907, was recently reassigned, after having driven a motor coach on the 43-Masonic line for some time. On June 18 a petition, containing 63 signatures (that's right, 63) was received at Muni headquarters, under the following heading.

"The Castro Community wish to express a sincerely (sic) need for Mr Essie Mays, Jr., to return to the 43 bus line in behalf of his personality and courtesy, 'as well as Muni Man of the Year.' "

In a similar communication with Muni, over 31 signatures, there is this statement "We wish to recommend Mr B T Cooper, Operator #1473, for Muni Man of the Month. Because we feel he is exceptionally courteous, is a careful and safe driver and gives reliable service."

BARONE RETIRES –

(From page 1)

Known to be the last operator who once was employed by the Market Street Railway, Sam Barone may well be the last Muni employee to have done so. If any **shop** man was once employed by Market Street, such fact is not known to **Trolley Topics**. Carl Barton, now Muni Superintendent of Transportation, has remarked that Sam "broke me in on the 22-line 30 years ago!"

Levert Higgins began driving for Muni out of its 24th and Utah facility in 1945; five years later that facility burned down, and Levert has been headquartered at Kirkland ever since.

Call it numero uno, ichi-ban, el primo or just plain number one, that's the mantle that Sam Barone, right, is passing to Levert Higgins, as Sam retires and Levert takes over as the Muni operator who has seen the most service with the transit line.

The Question Box

In response to numerous requests, **Trolley Topics** this month begins a regular QUESTION BOX feature. Previously, we have received questions, both on the phone and by mail, and have either processed them directly or asked another department to do so.

Realizing that many readers would be interested in these questions (many of them are of general interest) and answers to them, we decided to make them public in this manner. We hope you like the idea. We will appreciate your comments about QUESTION BOX.

For an answer to any question you may have, please write it out (none will be accepted on the phone) and mail it by letter or postcard to:

Editor, Trolley Topics
Room 231, Presidio Division
San Francisco Municipal Railway
San Francisco, Ca. 94115

You may take your choice about signing, or not signing, your letter or card. If you decide to sign it, please give your address so that we may contact you if we need to.

We'll try to answer any question which can be answered by a supervisor or department head. **The editor reserves the option of running, or not running, your letter because of space limitations or other reason (If you've signed your name, we'll contact you personally to tell you why it has not yet been printed).**

We will research all questions with the department most likely to know the answer. Except in rare cases, we'll be able to answer your question in these columns. If the question requires a technical or lengthy answer (and you've given us your name), we may advise you that although we've found the information, you'll get a more complete answer if you contact the department or person most knowledgeable.

Here goes with a sample question:

Q: I am a probationary employee, who recently learned that I am being released. If I should resign now, I understand that my performance will be evaluated; if by some chance that evaluation is unsatisfactory, is it possible for me to appeal?

A (from the Bureau of Personnel and Training): Yes, you will be permitted to appeal. Your supervisor will be asked for much more detail to support his unsatisfactory evaluation, and if this does not prove sufficient to give that rating adequate support, it must be reconsidered. Example: Employee "X" appeals an unsatisfactory report. It is reviewed by the Department of Personnel and Training. This department must then reverse, or sustain, that report.

John Reed Named "Muni Operator of the Month" for May

John W. Reed, a trolley coach operator assigned to the Potrero Division, has been named Muni's Operator of the Month for the month of May.

Reed, who first became a Muni employee in 1963, began driving trolley coaches shortly after a two-year period as a cable car gripman, and has been driving the coaches ever since, mostly on the 6-Parnassus line.

Curtis E. Green, Muni General Manager, said, "Both Muni and, naturally, Mr. Reed are very proud of this fine operator's 14-year Safe Driving Award record, and of his many passenger commendations."

Honored at Potrero

He was honored by Muni and Public Utilities Commission officials, his colleagues, family and friends at a party and ceremony on June 8 at the Potrero Division.

Reed, 44, went to school at Golden Gate Elementary, Pacific Heights Grammar School, Marina Junior High School, and Lowell High School, all in San Francisco. In recent years, he has been a member of the U.S. Air Force Reserve, and once attended an 11-week maintenance course at Chanute Air Force Base, Illinois. He spends two weeks a year active duty as an aircraft mechanic at Travis Air Force Base near Fairfield, California.

Married to Keiko 22 years ago, he is an avid reader, likes to jog, and engages in a sustaining program of weight-lifting as taught him through the Young Men's Christian Association.

When asked why he feels he might have been chosen as Muni Operator of the Month, Reed said, "I have always tried to treat everyone as I, myself, would like to be treated. I've tried to be courteous, and in case of disagreement, always give the passenger the benefit of the doubt. I'm also careful to call out points of interest, just in case there happen to be visitors to the City on board the coach.

"I've had many people say, as they get off the bus, 'That was the best ride I've ever had.' "

In addition to his award as M.O.O.M., Reed received savings bonds from the Transport Workers Union and from the LaGrone Insurance Agency, and a $100 check from Metro Transit Advertising.

Left to right in picture are Mrs. John Reed (Keiko), Todd (age 9), and below her father, Yvette (age 20). Other children not in the picture are Melissa (11), Michelle (17) and John Jr. (14).

The History of An Important Role by A Significant Organization

(PART TWO of THREE PARTS)

Each trip is announced by mailing 7000 brochures in addition to newspaper, TV and radio coverage. Most of the trips are sold out, and when this happens, profitable trips are operated. Yearly profits from excursions in the past several years have ranged from $5000 to $15,000, enabling the chapter to accomplish extensive restoration work.

In addition to rail trips, the chapter has operated a number of San Francisco Bay and river boat excursions and "Coastwise Cruises" from San Francisco to Los Angeles, very popular and profitable.

The chapter holds monthly meetings to report on equipment and research projects, plan rail excursions, listen to speakers, watch movies and color slides. A monthly newsletter goes to all members, as well as the "Western Railroader" magazine and news supplement.

PACIFIC COAST CHAPTER
RAILWAY AND LOCOMOTIVE HISTORICAL SOCIETY

With all its interest in more conventional rolling stock, the chapter has a strong interest in cable cars. It has a committee working with the city to publicize the little hill-climbers. The cable car system was 100 years old in 1973, and the chapter participated actively in the celebration. The cable car barn, restored to its original appearance, now houses a museum on the balcony, displaying the R & L H. S chapter's cable car equipment and many artifacts. One item is the first cable car to run in San Francisco.

Fred A Stindt, Chairman, and member Dr George Rahilly, Fort Lauderdale, Florida, took on a project of great interest and significance. This historical display included a map showing all nine cable lines that once existed in San Francisco with models of all cars that ran on these lines.

To complete the four-year project, Chairman Stindt assembled all the drawings that could be obtained of the old cars, talked to old-time historians and researched through many old files to determine the exact size of the cable cars, their color and lettering. Having accomplished this, the sketches and data were sent to Dr Rahilly, a leading model builder, who constructed the models, which today are on permanent display at the Cable Car Museum.

The chapter issued its first commemorative coin, in honor of the Golden Spike, in 1969. The sale of the coins proved to be very successful in terms of added treasury funds. To achieve the success sought by the transportation museum, guidebooks, timetables, posters, tickets, bells, lanterns, whistles and hundreds of smaller items were solicited for the museum and obtained for it by the chapter.

The 42 years of history, now recorded by the chapter, have certainly proved to be rewarding in terms of good fellowship and profitable participation in recording the story of the railroad, past, present and future.

(Concluded in Next Issue)

STAN HESS Is New Columnist

Stan Hess, a motor coach operator assigned to the Kirkland Division, will start a regular column for **Trolley Topics** next month under the heading "In the Driver's Seat".

Born in Tampa, Florida, Stan was taken by his parents to live in Houston, Texas, when he was only one year old. Kindergarten through high school was spent at St. John's School in Houston, where he was track captain and played on the football and basketball teams.

Following three years at Texas Tech University in Lubbock, Stan left school to work as driver of a magazine delivery truck.

After arriving in the San Francisco Bay Area in 1971, Stan drove a taxicab in Oakland and San Francisco and a delivery truck in East Oakland. He started working for Muni on March 30, 1977, beginning on the 38-Geary line for a year, most recently the 19 Polk and 55-Sacramento lines.

"Having come from an area with very poor mass transit," Stan says, "I have always been impressed with the Bay Area's good, reliable service.

"My column will focus on us, the drivers, and how we can improve on job performance and our productivity. How many times have we all thought that we should have handled a situation better than we did? What I am going to do in this column is to point out tips that have helped me in my driving duties and relations with the public. Any suggestions from drivers will be appreciated."

Wheels Are Rolling Again on the "Cables"

Item, from the San Francisco Chronicle for May 30, 1979, "City officials said yesterday it will take at least three weeks to repair San Francisco's cable car system, which broke down Monday evening."

(The following story was written by George T. Young, whose normal duties are as a conductor on a cable car, but whose temporary duties during the recent shutdown were as an assistant in the Muni Bureau of Public Service.)

In case anyone had any doubts, the cable cars were indeed missed during the major shutdown for repairs that lasted from May 28 to July 3. The shutdown of the City's most famous attraction was made necessary when one of the massive steel drive shafts of the cable winding machinery snapped at the powerhouse in the Cable Car Barn at Washington and Mason Streets on the evening of May 28.

National Monument That Moves

At first the damage and projected down time were thought to be "minor"; however, repairmen and engineers found that the old foundation upon which the winding machinery sits had to be replaced also, causing the three cable lines to be out of service several weeks longer than expected, and bringing the total cost of repairs to $263,000. Buses were put into service along each of the lines during the shutdown period, but they did nothing for the hordes of disheartened tourists who viewed them with long faces of disappointment. As one visitor aptly put it, "We didn't come here to ride a bus . . . We can do that back home!"

"Crazy Little Cars"

Tourism is the major industry in the City after banking, and the "crazy little cars" are by far the focal attraction of this billion-dollar-a-year business. Letters from all over the world, expressing concern for the "cables," were processed through Muni's Bureau of Public Service during the shutdown period. In addition, dozens of phone calls per day were received by Muni and other agencies concerning the cables. The calls came from everywhere — New York, Chicago, Denver, L.A., even a few from foreign countries — all wondering when the "trolleys" would be running again, with many stating that they were postponing their vacations until the cars were indeed back in operation. Not all callers were out-of-towners, however; many a local person also called to express concern, including a number of tourist-related businesses who comp-

(Continued next page)

Wheels Are Rolling...

(From previous page)

lained that their receipts were "noticeably down." That the cable cars attract about one million riders a month (80% tourists) is a fact which makes it easy to understand the value of the beloved anachronism to the City as a whole.

And, as the symbol of San Francisco as the Eiffel Tower is to Paris, the cable cars are among the most recognized objects in the world, symbolizing a city and lifestyle that is renowned and loved by people everywhere.

$30 million Renovation

The cable cars have been plagued by breakdowns in recent years, which is not too surprising, since they are the world's oldest public transportation system, celebrating their 107th birthday this August. But help is on the way for the only National Monument That Moves. Plans are now in the works to begin a total overhaul and restoration of the entire cable system by 1981.

A report by the Chin and Hensolt Engineering Company, hired by Muni to make a full study of the entire cable system's needs, was recently presented to the Public Utilities Commission for evaluation and action. Barring any further problems, such as a delay in funding, the $30 million cable car renovation program will begin on schedule.

Considering the priceless value of the cables to the City, the expense will be worth every penny.

SAFETY CORNER —

Use Wheel Blocks To Prevent Accident

CIRCUMSTANCES: Operator stated that his trolley coach was parked on an upgrade hill for about 10 minutes with his trolley poles hooked down and his parking brake set. Operator opened the front doors after his leader had passed, and went to the rear of his coach to put his trolley poles up. As he was pulling the poles from under the roof hooks, his coach rolled back into him, injuring his legs.

FORGOTTEN PROCEDURE: Safety manual, item #34C. Operator did not think that it was necessary to use the wheel block for the above procedure, since he had his doors open and parking brake set.

SAFETY TIP: Follow all procedures designed for your safety. "Better safe than sorry!"

Collins-Miller Love Affair started on a #8 Market Street Bus

The title of this story should be, "I met the girl of my dreams on a Market Street bus!"

It really happened! What started out to

(From previous column)

be a normal Wednesday evening on the No. 8-Market bus turned into a ride to romance for Melinda Miller and Carroll Collins III.

It all happened in September, 1978, when Carroll left his law office and crowded onto the bus next to a young lady reading a book, "Woman Warrior." He began a conversation about the book and rode with her to the end of the line. Not knowing, of course, that the "end of the line" would really be found by the two when they married on June 23, 1979, in Mt. Carmel Church in Redwood City.

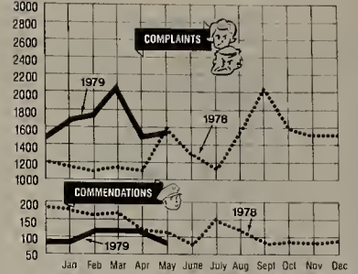
The "happening" on the Muni bus proved to be an inspiration to Carroll's family — they decorated the garden carport at the family home in Redwood City as an 8-Market line bus, complete with headlights, bus number and route and the Muni "logo" (affectionately nicknamed "worm" by some). The interior of the carport was lined with yellow lights and transit advertising cards, copied from the real thing by a family friend who is an advertising executive.

A letter of congratulations from Robert Rockwell, Muni Public Service Director, was read and proved to be a highlight of the wedding reception. Approximately 325 people attended the reception, marveling at the faithful reproduction of the transit setting in which the couple first met.

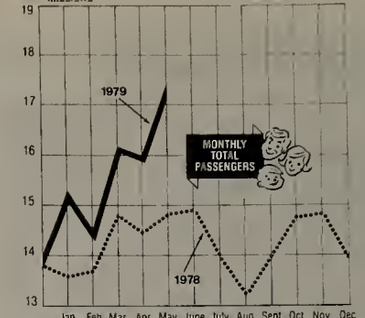
Ah Muni — you little match-maker you!!!!!

Welcome to MUNI — New Permanent Employees

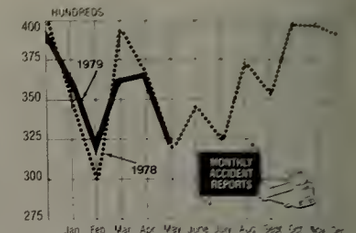
Here are new permanent employees of Muni, for the manth af May. Pictures were not available for the fallawing additional people: Eric S. Olssan, Howard I. Karjala, Betty Burnier, Leanita M. Mariveles, and Paul M. Barrera. Also, Harald C. Johnsan, previously with the Water Department, is now warking far Muni, and Albert Cingalani, formerly with the Airport Commission, is naw with Muni.



COMPLAINTS during the month of May, at a figure of 1545, represents little change from the April total, which was 1512. Meanwhile, commendations, which started the year under 100, then increased to 135 in February, dropped back under a hundred again, with a figure of 82 for May.



MUNI PASSENGER TOTALS, which as noted above have been rising month by month since the first of the year, continue on an upward trend, with the total passenger figure for May set at 17,295,024.



COMPARED WITH THE MONTH OF APRIL, when Muni was involved in 369 accidents, the May figure represents a fortunate drop, to 324.

Richard Sinigiani Receives MPA Degree

Richard Sinigiani, day dispatcher at Geneva Division, received the degree of Master of Public Administration from Golden Gate University in San Francisco at the university's 78th annual commencement exercises on June 9.

Otto Butz, president of the university, conferred the degrees and Alan C. Furth, President of the Southern Pacific Company delivered the commencement address to some 1600 members of the graduating class.

Rutebileierforbund (Norges) Is Coming

On September 13, approximately 30 general managers of bus companies in Norway will be visiting Muni.

The Norges Rutebileierforbund (NRP for short) is the national association of all companies in Norway operating regular bus and truck services. The visit to San Francisco is part of a study tour of the United States.

A cake prepared for the occasion, and a poster asking for more volunteers, marked the occasion last month as some of the many Muni employees, under the guidance of Walter Barnes, who participate in the San Francisco School Volunteer Program, personally received their certificates at Presidio Division. In the picture above, preparing to cut the cake, is Joanne Dills, coordinator of the program, and left to right, front row, Margel Kaufman, President of the Board of Directors of San Francisco School Volunteers; Michael Cronbach; Lorelyn Liu; Barnes, and Joan Tracy, Secretary, Bureau of Personnel and Training. Rear row: Eugene Womack, Director of the Muni Bureau of Personnel and Training; Shirley Thornton, Principal of Benjamin Franklin Middle School, Melvin Wilcox and Robert Louie.

TROLLEY TOPICS

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Richard Sklar, *General Manager Public Utilities Commission*

Curtis E. Green, *General Manager Municipal Railway*

Ralph W. Bryant, *Editor*

Les Teal, *Acting Chief Photographer*

David Butterfield, *Associate Photographer*

Clerk-Steno Passes Operator Course, Is Now Streetcar Driver

From clerk-stenographer to streetcar operator — that's the story of Ritsuko Kanemaru, who has been graduated from an operator's training course and now drives streetcars out of Geneva Division.

Ritsuko became a Muni employee 4½ years ago, and since then has been a clerk-stenographer on the staff of Ed Pearson, Muni's Senior Civil Engineer and George Duarte, Deputy General Manager for Engineering and Planning and, previously, the Transportation Department, under Carl Barton.

Born in Japan, Ritsuko came to the United States six years ago, and began working for Muni shortly thereafter. She is single, and lives in San Francisco. Now assigned to the Geneva Division, she is at last reports on the "extra board" there, as a streetcar operator.

"I'm also qualified to operate motor coaches," she says, "and if given the opportunity, would like to drive the LRV."

V.5, no.7
8-79

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TROLLEY TOPICS

Vol. 5, No. 7 San Francisco Municipal Railway — *"The People's Road"* August 1979

DOCUMENTS DEPT.
SAN FRANCISCO

MUNI METRO CENTER IS DEDICATED ON JULY 11...

Pictured above are various scenes from the dedication of the Muni Metro Center, held on July 11 at the center's San Jose and Geneva location. Clockwise, beginning with the dedication plaque in the lower center, then comes (1) Mayor Dianne Feinstein at the controls of a Light Rail Vehicle, just prior to the beginning of her journey from Civic Center Station to BART's Balboa Park Station via the tunnel under Market Street, the Twin Peaks Tunnel, and the K-line route to Balboa Park; (2) a group composed of Curtis Green, Muni General Manager; Mildred Scott; Mayor Feinstein; William Scott (Mildred's husband and former Muni GM), and Claire Pilcher, president of the Public Utilities Commission; (3) Rino Bei, construction supervisor for the Center, describes the special LRV lifting mechanism to the mayor, (4) Bei gestures as he describes features of the Center to the crowd, and (5) Richard Sklar, Public Utilities General Manager, speaks to the assembled throng.

Norberg again wins Annual Muni Roadeo

For the second year in a row, Douglas C. Norberg, a motor coach operator on the 26-Valencia line, won the San Francisco Municipal Railway's annual Safety Roadeo, held in Candlestick Park on July 14.

In this, the fourth annual event of its type, Ray E. Bianchi, a motor coach driver on the 16-Noriega Express line, came in second and Clarence A. Chiles, an 11-Hoffman line operator, took third place.

Twenty-six vehicle operators participated in the event, all required to demonstrate their skills and abilities as professional bus drivers. They were required to pass a short safety quiz, and then were judged on their ability to get their equipment ready and drive over a specified road course. Personal appearance was also judged.

Norberg, Bianchi and Chiles, by their positions in the standings, became eligible to participate in the Regional Transit Association's annual Roadeo, to be held in San Jose on August 25.

Ray Bianchi will represent Muni at the National Roadeo, sponsored by the American Public Transportation Association (APTA), to be held in New York City's Shea Stadium later this year. Under APTA rules, Douglas Norberg cannot compete in the National, because he has won the local event two years in succession.

PHASE 1-A BEGINS

Phase 1-A of the Five-Year Plan will begin August 29; it will affect mostly passengers in the Richmond, Western Addition and North Beach areas.

Popoff Is M. O. O. M. For Month of June

Nicholas Popoff, a vehicle operator for Muni for the past six years, has been named Muni Operator of the Month for June.

Following completion of training with Muni in June, 1973, Popoff began driving on the 5-Fulton (then 5-McAllister) line, briefly drove on the 41-Union line, and then went to the line he's been on most recently, the 30-Stockton. All three lines use electric trolley coaches to carry passengers.

A native of Northern Idaho, Popoff was graduated from Washington State University at Pullman, with a degree in architecture. He later wrote many poems and essays, some of which were published. (He thinks

(Continued on page 4)

The History of An Important Role by a Significant Organization

(conclusion)

The Cable Car Museum, operated by the Railway and Locomotive Historical Society, San Francisco Chapter, is one of the "fun" places to go in San Francisco. If you've never been there, by all means, put it on your "must see" list. It contains, among other things, the cable car which made the first run in the City in what was to become an illustrious historical episode in the annals of raildom.

Located on the mezzanine of the Cable Car Barn at Washington and Mason Streets, the museum has attracted an estimated one million plus visitors since it opened its doors in 1974. Construction started in February of that year, with the Society moving in its equipment and personnel the following summer, and staging the museum's grand opening the following August.

The museum contains four cable cars, the top of a California Street grip, the full stock of California Street and Market Street grips, the bottom of a Sutter Street grip, and the 57-model collection mentioned in the first article of this series. This collection depicts all of the 57 different types of cable cars which are now or have been used in San Francisco.

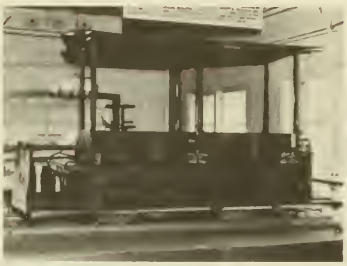
Also in the museum rests the first electric street car motor west of the Mississippi.

For tourists, as well as locals who are interested, there is a museum gift shop with an inventory varying between three and four hundred items. The gift shop itself is a curiosity. It was built for and used at the 1915 Panama-Pacific Exposition in the Marina District of San Francisco, and its roof contains more than 1100 pieces of glass, held together by steel frames.

The museum is open from 10 a.m. to 6 p.m., seven days a week. The only days it is closed are Christmas, Thanksgiving, and New Year's Day. There are only two full-time people on the staff, Bruce Kleinschmidt, museum curator, and his brother Ross. Three part-time persons assist the operation, including Jane Stindt (wife of the founder of the R & L H S, Fred Stindt), Peter Cava and Edna Prodomo. Bill Watts, a volunteer assistant curator, completes the staff.

Back to that cable car which made the first run, that run was on August 2, 1873. It was apparently sent to Baltimore, Md., in 1905, escaping the destruction wrought by the earthquake and fire of the following year in San Francisco. As we mentioned in the first article of this series, the society long has been seeking out examples of old-time railway memorabilia, and its sleuths uncovered this old cable car in a Baltimore junk yard in the late 1930's.

And so, if you'd like to spend a pleasant hour or two someday looking at and reading about cable cars and their origin, and perhaps pick up a memento or two at the gift shop, drop in at the museum — say "Hello" to Bruce, Ross, Jane, Peter, Edna, or Bill — and come away feeling good



Here is the first cable car ever used in San Francisco, now on display in the Cable Car Museum.

Energy Conservation Program Begins in Muni During August

August is the "kick-off" month for Muni's new emphasis on energy conservation. The drive has been planned as our response to Mayor Dianne Feinstein's recent letter to all city employees on the subject.

Ed Pearson, Senior Civil Engineer, is the coordinator of all Muni programs directed at reducing energy use by 10 to 15 percent by eliminating wasteful habits and initiating positive conservation projects.

"Muni's energy-saving program," Pearson said, "will coordinate with the city-wide plan, and in addition will follow a plan for bus fuel and electric motive power conservation."

Guidelines for fuel and electric power-saving programs will be developed from those set forth in a recent memo from the American Public Transit Association, according to Pearson, who then pointed out, "If we can save 1% of our annual budgeted fuel costs of $2.8 million, that means, of course, a substantial saving of $28,000. Similarly, energy savings at our Presidio Division headquarters building will be a hoped-for $8300 — naturally, other facilities around the system can expect comparable savings."

PACIFIC COAST CHAPTER
RAILWAY AND LOCOMOTIVE HISTORICAL SOCIETY

Bruce Kleinschmidt, curator of the museum, and one of the staff, Edna Prodomo, pose for the ***Trolley Topics*** *camera.*

William Scott, other Former Muni GM's Attend Dedication

William H. Scott and his wife Mildred, 92 and 87 years young respectively, attended the dedication of the Muni Metro Center on July 11. We can hear you saying, "What's so great about that, except for the fact they're a little older than most of us?"

Well, William Scott was General Manager of the San Francisco Muni Railway from 1940 to 1952. And Millie, as she is known by her friends and relatives, will be honored in October during her, and William's 69th wedding anniversary. Best of all, they're well and active, as they showed by their obvious enjoyment of the dedication last month.

Mr. Scott was Auditor of the Muni from 1913 to 1935, when he was assigned to the Public Utilities Commission General Staff, reporting directly to the General Manager. He was given the title of Assistant Supervisor, Bureau of Accounts, and charged with the responsibility for auditing and supervising of accounting and preparation of budgets for

(Continued on page 3)

William Scott...

(Continued from page 2)

Muni, the Water Department, Hetch Hetchy and the Street Lighting Department. His office was in the Water Department building.

According to Mr. Scott, Public Utilities General Manager Edward Cahill felt that he needed more supervision over the accounting of the various departments. However, the immediate reason for the reorganization was the necessity for greater control over the expenditure of funds in connection with the depression-spawned Works Progress Administration and Public Works Administration.

Millions of dollars in City, state and federal funds were being expended in those years for W.P.A. and P.W.A. projects, much of the money coming from the Public Utilities Commission.

After a few years at the Water Department, Mr. Scott was offered, and accepted, the position as Muni General Manager.

Muni and PUC administrators were also pleased to see other former Muni general managers in attendance at the dedication — John Woods, GM from February 1968 to May 1974, and Vernon Anderson, June 1960 to February 1968.

The Scotts live at 335 Buckingham Way in San Francisco.

In The Driver's Seat

by Stan Hess

When a passenger asks you where to buy a FAST PASS, did you know that calling 673-MUNI, the Muni information number, will provide you a list of all FAST PASS outlets near your route?

I drive the 19-Polk and 55-Sacramento bus lines and just recently called that number; a friendly voice gave me the locations of FAST PASS outlets along both of those lines. It takes just a couple of minutes to call and be informed.

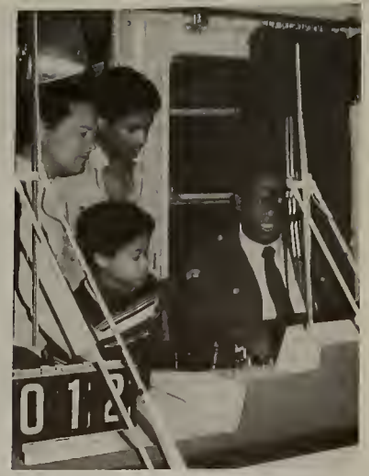
Besides driving our passengers to their destinations, informing them of Muni services such as FAST PASS outlets gives them confidence in our dedication to them and their needs. Just remember, those of us who are driving safely and displaying a courteous attitude toward our passengers are doing just great! But why don't we all think about going that "one extra mile" by providing ourselves with information and passing it on to those who need it? Are you with me?

Families Enjoy Rides In LRV's Through Muni-BART Tunnel

Close to 1000 people, Muni employees, their families, relatives and friends were attracted to the Muni-BART Embarcadero Station on July 21 to inspect and ride the system's new Light Rail Vehicles. The event was billed as "Family Day on the LRV."

Muni management had decided that employees should have this opportunity. After all, LRV's had been operating under Market Street for some time, while operators and maintenance people checked them out during "speed runs" in the tunnel.

In order for questioners to get the correct answers, members of the Muni Metro Center and LRV Task Force staffs were on hand, properly decked out in name tags reading, "LRV — Ask Me!" They are Sam Garcia, Ed Riley, Leonard Olson, Ed Mateyka and Tom Piggee.



Paul Spooner of Geneva Division sits at the controls of a Light Rail Vehicle on Family Day under Market Street, preparing to drive it through the joint-use Muni-BART tunnel. As he does so he explains the controls to Walter Ware, left, Cable Car Superintendent, and his sons Julian, 8, and Timothy, 15.

Here are a few of the approximately 1000 persons to inspect and ride in LRV's under Market Street on Family Day, as they approached the Muni level of the BART-Muni tunnel on the escalator at Embarcadero Station. At top, in cap, is Harold Blatch, a Light Rail Vehicle operator, and below him, his wife, Miroslava. At top right is Anna Renderos, and below her her children Marguerita, Laura and Zoila, who holds hands with little Jesus.

Muni "Family Day" guides gather in an LRV at Embarcadero Station to review facts about the vehicle while awaiting the arrival of employees and their families on July 21. Left to right are Sam Garcia, Ed Riley, Leonard Olson and Ed Mateyka.

JOKE(?) OF THE MONTH

(from the Weekly Shop Bulletin, published by Muni Transit Equipment)

What do you do if you break a toe while crossing the street?

Call a toe truck!

The Schedule & Traffic Department

The Schedule and Traffic Department is an important, highly technical support unit which directly affects the efficient and economical operation of the Municipal Railway.

Under the direction of the Transportation Superintendent, this department has the responsibility for investigation and revision of transit service schedules of the Muni to provide convenient, reliable service as economically as possible by the efficient use of manpower and equipment. Various statistical reports, graphs and data relative to railway operation are periodically submitted to management.

There are numerous related duties, such as location and maintenance of Muni coach and car stops, and meetings with various groups and organizations. The current major projects include conversion of all schedules to the data processing systems (including operator work assignments), preparation of LRV schedules and implementation of recommendations in the 5-Year Plan.

Angelo Figone, co-superintendent of the Schedule and Traffic Department, had an announcement to make to members of the department, so he gathered as many as possible together. The announcement was, "Your picture is being taken for ***Trolley Topics.****" Left to right, kneeling in foreground, are Lee Benz; Silvino Navarro, Jr.; Henry Wong; Kent Nelson; Andreas Colon; Jamie Sweet; David Yip, and Seth Green. Standing (L to R) are Bonnie Fitzpatrick, Walter Lewis, Maury Ittig, Calvin Carlson, Gorgonia Matawaran, Harold Davis, Robert Anthony, Charles Gutierrez, Virda Blake-Young, Frank Linebarger, Madeline Gullberg, Charles Romeyn, and Margaret Iversen. Not available for the picture are other members of the department; Cecil Brown, Olga Farrell, Cornell Celestine, and Arthur Ransburg.*

Popoff is M. O. O. M.

(Continued from page 1)

Muni made a good move starting its "Poetry on the Buses" program a few months ago.)

To continue his varied career, he worked in the naval architectural department at Hunter's Point Shipyard in San Francisco, drove a taxicab, and shipped out as a seaman to the Far East during the Vietnam War.

In late 1970, Popoff went into the heating and ventilating business, using his architectural skills to advantage.

Operator's Examination

He first came to San Francisco in 1959, and by 1972 had taken a city job in clerical assignments, where he worked most of one year. He had taken examinations for many city positions, from city planner to social worker, and at last received a card he'd forgotten about, one announcing an examination for Muni vehicle operator. He took the exam and passed.

Popoff, now 43, was married to Babette, a native of Haiti, 15 years ago while she was a nurse and he was driving a cab. He picked her up as a fare, and it apparently was love at first sight (he didn't charge her for the trip, explaining that he had forgotten to turn the meter on!) They have four children, Jean-Paul, 14; Gary, 11; Simeon, 8, and Rovana, 6.

(Continued top of next column)

He still writes frequently, and even now is working on a story. Music is his "passion," therapy to balance out the less enjoyable things in life. He is building a jazz music collection, centering on favorites from the 1950's.

The Popoffs live in Oakland, like to garden, and "putter around the house." For family fun, all of them enjoy swimming.

When asked what he likes about his work, and why he thinks he was chosen as Muni Operator of the Month, Popoff says, "I like the variety of people I see and talk with every day. There are Chinese, North Beach types, young people, old people, day people, school kids, all types. In my book, every day is an adventure. Maybe operating a trolley bus takes me back to my seaman days — I'm captain of the ship!"

Muni-Operator-of-the-Month for June was Nicholas Popoff, and here he is with son Simeon, left, and daughter Rovana having a close look at his honor award.

First LRV class Has Its Graduation

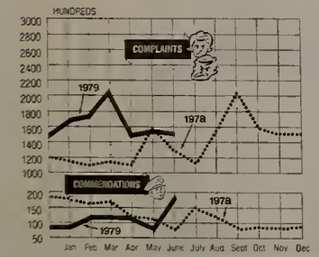
"We started talking about this LRV in 1964," Curtis Green was saying, "and here at last we have the vehicles and we have the graduates of the first LRV training course."

This occurred at the graduation ceremony, on August 1, for seven operators, following three weeks of intensive instruction and practical experience on the Boeing Vertol Light Rail Vehicle. Previously, operators had been instructed and checked out at an accelerated pace in order to get

Standing (L to R) Lunardi, Perkins, Thomsen. Seated, Smith and Shines. Not present for the picture: Moran and Terry.

the LRV's properly tested as they came in from the manufacturer. Now that that program is well under way, a comprehensive and structured course of instruction and on-car training has become possible.

Graduates of the first course are Leroy Perkins, Robert T. Shines, Jack P. Smith, Walter K. Thomsen, Paul E. Lunardi, Frank Moran and Milo B. Terry. Course instructors are Jim Briner, Ed Riley and Tom Piggee.



COMPLAINTS were down slightly in June, at 1521, from the May figure of 1545. COMMENDATIONS were up drastically in June, 183, versus May's 82.

The Question Box

QUESTION: "If I resign my position as a transit operator, is it possible for me to come back to work in that capacity at a future date without taking another civil service examination?" (Unsigned)

ANSWER: Yes, under the following conditions:

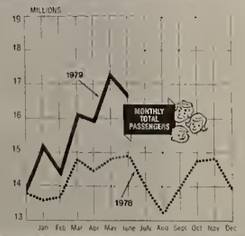
1. Provided your work record is satisfactory and the appointing officer is willing to accept you.
2. If the civil service list from which you were appointed is still active, then you would be eligible to return during the life of the list.
3. If the civil service list from which you were appointed has expired, then you must exercise your option to return within one year. —The Transportation Department.

To ask a question for the QUESTION BOX, just write it out (none will be accepted on the phone), and mail it by letter or postcard to: Editor, *Trolley Topics*, Room 231, Presidio Division, San Francisco Municipal Railway, San Francisco, Ca. 94115. You need not sign your letter/card; however, if you decide to sign it, include your address so that we may contact you if need be.

Critique and Rating Sheet Are Features Of New Training Plan

Two new programs, one of which is still in the test stage, have been introduced by the Muni Safety and Training Department, according to the department head, Victor R. Belliveau.

A written "critique" is now being written up for the first time by students of the training program. This was a logical step, considered for some time and now in use, which will help instructors in learning the effectiveness of programs presented.



TOTAL PASSENGERS slid downward in June, reflecting a "settling" process from the fantastic rise earlier this year (May, 17,295,024; June, 16,704,361).

Bob Battle Named PUC Safety Officer

Bob Battle has been appointed to the position of Public Utilities Commission Industrial Safety Officer, with offices at Muni's Presidio Division.

A native of Alameda, California, Battle first got into the safety field while serving in the International Longshoremen and Warehousemen's Union (ILWU) in the late '60s and early '70s. He was with the ILWU for 13 years, the last four of which were as a safety officer.

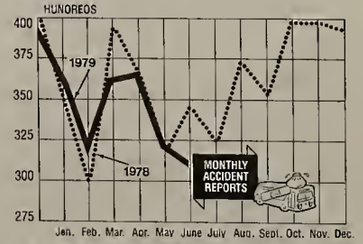
While with ILWU, Battle obtained an associate (two-year) degree from Merritt College in Oakland in occupational safety and health.

His early schooling was in Alameda, after which he went to San Francisco City College for two years, majoring in pharmacy. Then a member of the National Guard, he was called, with his entire guard unit, into service during the Korean War, serving there from 1948 to '50.

Battle is married to Yvonne, and they have two sons, Roderick, 21 and Michael, 11, and a daughter, Anita, 19. In his spare time, he umpires at softball games sponsored by the Oakland recreation department (he had previously played baseball in high school and college) and plays tennis.

Ernie Johnson, a systems safety specialist, is now working as a member of Battle's staff in the PUC safety office.

The second new program, still in the testing stage, consists of an "operator performance rating sheet" for use by instructors, to upgrade operators' abilities in general, and an "observation report" on deficiencies that may exist in the field, problems which operators face, and so on.



ACCIDENTS dropped, with the May figure reading 324, and the June, 313. This shows an apparent turn for the better, plus more attention to safety practices.

Welcome to MUNI — New Permanent Employees — June

Here are new Courses for you To consider taking

The Public Utilities Commission is sponsoring courses for its employees in Muni, Water and Hetch Hetchy. The courses are designed to upgrade the skills of current employees.

The following courses are being offered for up-grading of supervisory skills of current supervisory employees and employees who are interested in up-grading themselves (PUC is requesting that these courses be incorporated into the Civil Service examination process):

1. Basics of Supervision, Wednesdays, 8:30-11:30, Sep. 5 to Nov. 21.
2. Supervisory Practices, Thursdays, 8:30-11:30, Oct. 8 to Jan. 24.
3. Delegation of Authority & Accountability, Wednesdays, 1:00-3:00, Jan. 2 to Jan. 23.
4. Management by Objectives, Tuesdays, 1:00-4:00, Sep. 25 to Nov. 13.
5. Job Instruction Training, Thursdays, 1:00-3:00, Nov. 8 to Dec. 6.
6. Report Writing, Tuesdays, 8:30-11:30, Sep. 11 to Jan. 8.

In addition, the following **basic** automotive and electrical courses will also be offered (these courses will be incorporated into training programs that the automotive and electrical divisions are planning):

1. Elementary Theory of Electricity Tues. & Thurs 5:30-8:30
2. Automotive Equipment and Circuitry Tues. & Thurs 5:30-8:30

These courses are full semester courses, the exact starting dates have not been set. However, the dates and times will be in the evening and will be finalized before September.

Employees interested in signing up for the courses should call Eugene Womack at 558-3840 or Patricia Cardona at 558-3970.

SAFETY CORNER —

Common Mistakes in First Aid

by Bob Battle, PUC Industrial Safety Officer

If first aid is not given properly, it can sometimes hurt an injured or ill person, rather than help. In some cases, it can even be harmful to the person giving first aid.

Here are ten of the most common mistakes made in trying to give first aid: (1) moving an injured person too fast, or into a position that will make the injury worse. An injured person should never be moved without adequate help, and then only after all suspected fractures have been splinted; (2) entering an enclosed space to give first aid to an unconscious person without first equipping oneself with self-contained or air-supplied breathing apparatus;

(3) touching a person injured by electric shock without first checking that the current is disconnected; (4) applying ointments, greases, flour, or baking soda to extensive burns. These substances increase the chance of infection;

(Continued top of next column)

Wash Eyes or Skin Immediately

(5) neglecting to wash eyes or skin immediately with lots of running water for 15 minutes after contact with an irritating chemical; (6) giving liquids or alcoholic beverages to semi-conscious or unconscious person; (7) failing to follow up first aid with other medical attention when the situation calls for it, such as when there is a puncture or eye wound, or a possible fracture;

(8) causing infections through the use of unsanitary first aid equipment or materials; (9) applying ointments, spray antiseptics, or other remedies to wounds or skin rashes. These substances may irritate the skin or cause allergic reactions. Mild soap and water are the best and safest cleanser for first aid; and (10) overheating a person in shock by putting on too many blankets.

And a good slogan to sum all this up: "Better safe than sorry."

TROLLEY TOPICS

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Richard Sklar, *General Manager.*

Curtis E. Green, *General Manager, Municipal Railway*

Ralph W. Bryant, *Editor*

Les Teal, *Acting Chief Photographer*

Bill Owyang
Associate Photographer

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TROLLEY TOPICS

Vol. 5, No. 8 San Francisco Municipal Railway — *"The People's Road"* September 1979

Bell-Ringing Contest Set For October 17

Between now and Wednesday, October 17, excitement and anticipation will be building toward the 24th renewal of the annual Cable Car Bell-Ringing Competition, to be held that day at noon in Union Square.

The preliminary competition for all cable car gripmen who are interested will be held in the Cable Car Barn the previous week, October 9. Six finalists will be chosen for the final bell-ringing "concerts" in the square.

A new wrinkle has been added this year — Miss Cable Car will be chosen during the Miss Universe pageant, to be held the previous Saturday in Victoria Park at the foot of Hyde Street. In addition to the honor of being named Miss Cable Car, the fortunate title holder will go on to represent San Francisco at the Miss California U.S.A. pageant.

NEW HONOR AWARD PATCH

Here is the new "Muni-Operator-of-the-Month" patch which now distinguishes each man or woman who achieves this honored status. The lower two-thirds of the patch features maroon lettering on a bright yellow background, and the upper portion has reversed colors (i.e., yellow lettering on a maroon background). The patch replaces a former one reading "Muni Man Honor Award," used for the past several years, which did not take into consideration the many women operators who might become eligible for the award.

PHASE 1-A CHANGES, FIVE YEAR PLAN CREATE MUCH MEDIA INTEREST

During the latter part of August and on into September, millions of people read about, heard about, and saw on TV planned Muni route changes comprising phase 1-A of the Five Year Plan.

Going through phase 1-A provided important experience both for Muni employees and the general public, especially with phase 1-B planned for early next year. Needless to say, interest ran very high. After all, the changes directly affected the lives of approximately 100,000 people living in the Richmond District and the North Beach and Chinatown areas. Many requests were received from radio and TV stations for interviews, announcements, news and information of all types.

At press time, these were the programs scheduled or accomplished:

K101 Radio, a one-minute free speech message by Robert Rockwell, Muni Public Service Director.

KNBR Radio, taped 30-minute program, Curtis Green, Muni General Manager, Tom Matoff of the Planning Department and Angelo Figone of the Schedule and Traffic Department.

KYA Radio, interview of John McKane of Planning Department.

KCBS Radio, taped announcement by Robert Rockwell.

KFRC Radio, telephone recording by Ralph Bryant of the Public Service Bureau.

KFOG Radio, 15-minute interview of Peter Straus of Planning Department.

KEST Radio, a 15-minute interview of Barbara Brown of the Planning Department.

KGO Radio, an editorial on Phase 1-A Five Year Plan changes.

KYUU Radio, a one-hour discussion and telephone call-in program featuring Curtis Green and representatives of the Planning Department.

KRON Television, a taped interview of Robert Rockwell.

KPIX Television, a taped interview of Luther Freeman of the Planning Department.

Alphonso Tucker Is Award Winner For July

A cable car gripman since 1957, who is a staunch believer in cable cars and their future in San Francisco, was the recipient of the Muni-Operator-of-the-Month Award for July at a special ceremony held in the Cable Car Division during August.

Alphonso Tucker has ridden cable cars in Pago Pago, Samoa; Hong Kong; Valparaiso, Chile; Switzerland; Rio de Janeiro, and Capetown, South Africa. "But San Francisco cable cars are unique," he says, "because they travel over the surface of city streets and provide transportation for millions."

Except for occasional breaks in Muni service to pursue separate activities as a merchant seaman, Tucker has been a gripman for 22½ years. Born in Atlanta, he left in 1945 to enter the U.S. Navy in Alameda, California.

While at Alameda Naval Air Station, Tucker played football with Joe Perry, who later was a running back for the San Francisco 49ers. When Tucker left the Navy, he too tried out for a 49er career as a player, but fell short of that goal.

A member of a large family (he had nine sisters and no brothers!), Tucker grew up in Atlanta, and went to school

(Continued on page 2)

FAST PASS Features Prize-Winning Poster

"Catch Cavities," the grand prize-winning poster in the fourth annual children's poster contest of the San Francisco Dental Society, was featured on the September FAST PASS, sold by more than 100 outlets in the city early this month. Approximately 40,000 FAST PASSES are sold every month.

By winning the contest, Nobuhiro Yamanishi, 8 years old, a third grade student at Sherman Elementary School, was awarded a three-day Disneyland vacation for him and his parents, including round-trip air fare. In addition, his winning poster is on display in more than 200 Muni buses.

Nobuhiro's teacher, Miss Elizabeth Okazaki, received a Palm Springs vacation from the San Francisco Dental Society. His father, Tetsuro Yamanishi, is manager of the Sheraton-Palace Hotel; his mother, Yoshie, and six-year-old brother, Yoshitaka, complete the family.

Nobuhiro Yamanishi, 8, holds the FAST PASS reproduction of the poster he painted which won first prize in the San Francisco Dental Society's annual poster contest. The top bar is orange/blue/orange, the lettering on the dental poster portion is blue, and the bottom bar is light blue — very colorful!

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COULD YOU HAVE PASSED THE ROADEO QUIZ?

(Editor's Note: Here is the Safety Quiz which all entrants in the 1979 Muni Bus Roadeo, held in July, had to pass — assuming that you had been qualified and wanted to participate in the Roadeo, how would you have done?)

1. Name five important working parts of a bus that should be checked and made ready before leaving the yard.
2. What amount of throttle is used to warm up engine or build up air pressure?
3. How many pounds of air pressure is required before moving bus?
4. Be certain that the ____ are adjusted properly before moving bus.
5. The average reaction time is ___.
6. What two things make up total stopping distance?
7. When the vehicle in front of you pulls away, let it go at least ___ feet away before you move the bus.
8. If you are traveling 20 miles per hour, you are moving ___ feet per second.
9. The proper following distance at 30 miles per hour is ___.
10. What is defensive driving?

(Answers on page 3)

P. U. C. Fills Three Top-Level Positions

Three top level executive appointments, designed to strengthen, streamline and centralize important functions of the San Francisco Public Utilities Commission were announced recently by Richard Sklar, General Manager of Public Utilities.

"I regard this as the first step in my master plan to strengthen all areas of the Public Utilities Commission," Sklar said, "and the centralization of administrative, financial, engineering-construction and management information will enable us to serve the people of San Francisco in a more innovative and efficient manner."

Oral L. Moore, formerly General Manager of the Hetch Hetchy Power and Water System, was appointed Deputy General Manager and Chief Engineer of the PUC. Moore will be responsible for overall management of all engineering, contract administration and field construction activities on capital improvement projects.

A former Director of the S F District Attorney's Family Support Bureau, Nancy Keane, was appointed PUC Assistant General Manager, Administration. She will direct all personnel, claims, safety, public information and community and inter-agency liaison functions. Ms Keane will also direct training activities, other than driver training, and security activities.

C. Dean Collins, who formerly was in charge of the Public Utilities Computer Center, now retains that responsibility but with broadened functions as Manager, Bureau of Management Information Systems. He will have more responsibility and involvement in the PUC's long-range information systems programs.

Under his supervision will be the direction and supervision of specialized work in connection with the planning, design and implementation of fully integrated information systems.

Moore *Keane* *Collins*

"Streamlining and centralizing these important functions of the three areas of PUC responsibility – Municipal Railway, Water Department and Hetch Hetchy," Sklar said, "will effectively further our efforts in more than adequately providing for the transportation and water needs of our large population in this area."

Tucker Wins Award...

(Continued from page 1)

there at Booker T. Washington High School. In 1949 and '50, he attended the Maritime Academy for the Merchant Marine, and in recent years has taken courses at City College of San Francisco and San Francisco State University Extension.

Tucker lives with his wife Hattie in San Francisco. They have three sons, Alfonza, Jr., who works for the Muni Transit Information Bureau; Keith, 24, a farmer in Kansas, and Aaron, 14 who attends Hoover Middle School. He is an avid reader of historical and biographical material. He and Hattie enjoy going to plays, such as those of the American Conservatory Theatre.

Another "high" in Tucker's life is the annual Christmas dinner for senior citizens, a special yearly project of the Cable Car Division, held in the Chinese Recreation Center, across the street from the "Cable Car Barn."

Asked why he thought he had been chosen for the award as Muni Operator of the Month, Tucker said, "All I know is that whatever I do, I do it to the best of my ability – whether it's driving a car, a ship, a plane, any moving vehicle, even a skateboard. Cable cars are relative to life and the transportation needs of people."

The Departments of Muni — IV

The Training Department

Muni's Training Department instructors are shown at Candlestick Park as they made ready for the annual Muni Bus Roadeo on July 14. Left to right they are (kneeling) Lou Wilbrand, Harry Oosterbaan, Bob Nakano, "Bud" McNaughton and Johnny Stein. Standing in rear: Chet Hamm, Tony Allaria, Alex Garner, Billy Gordon, Hank Llamas, Gene Rushing, Frank Robinson (behind Gene), Jim Oom, Vic Belliveau (supervisor of training), John Taketa (senior instructor) and Toyoo Nitake (safety instructor.)

The Training Department has a staff of twelve instructors, a senior instructor, a safety instructor, two clerks and a supervisor of training. It is a branch of the Transportation Department, responsible to the Superintendent of Transportation.

The Department accepts people from all walks of life and teaches them to operate the various modes of transit equipment the Railway has.

Among its functions is operator retraining, attitude development, accident and passenger service report follow-up, and the accident review board. The instructors also work closely with the Division Superintendents in dealing with operational problems. The annual Bus Roadeo is a responsibility of the Training Department.

The main efforts of the Training Department are directed toward safe operation, accident reduction and courteous, reliable service.

Boarding — departures

Boardings and departures of Muni transit vehicles number more than 216 million a year, more than 18 million a month and more than 695,000 each average weekday.

TOASTMASTERS MEET TO FORM MUNI CLUB

A Toastmasters demonstration meeting, with a view toward possible formation of a Muni chapter of Toastmasters International, was held at Muni Metro Center on August 16. Approximately 50 people attended the meeting, with a large percentage of that number expressing an interest in the hoped-for new chapter.

Eugene Womack, Director, Bureau of Personnel and Training, introduced all participants to open the meeting. Frank Baggetta, Transit Equipment Superintendent, acted as Jokemaster and Timer. Others taking part were from District Four of Toastmasters.

Three Sisters Laud Service Muni Gives

A recent letter showed much enthusiasm about Muni service, as follows:

"We wish to take this opportunity to commend you and the Muni drivers for an excellent public transportation system. We have been students at the University of San Francisco for the summer. Each day we rode the Muni to and from school.

"In all of those times, we have seen exceptional service and consideration. The drivers were very helpful, courteous and friendly. In fact, many would give the little extra of waiting for someone hurrying to catch the bus and also signaling to a transfer bus that passengers were coming.

"The exceptionally good public transportation system enabled us to see much of the City, without having to drive a car." Signed, "gratefully, Sister Adrianna Schouten, Sister Carlyn Zeutzius, Sister Ann Fox, Franciscan Sisters of Manitowoc, Wisconsin."

Answers to: COULD YOU HAVE PASSED THE ROADEO QUIZ?

1. Turn signal, windshield wipers, brakes, air pressure, headlights, destination signs
2. One-third throttle
3. One hundred pounds
4. Mirrors
5. Three-quarters of a second
6. Reaction distance and braking distance
7. Fifteen
8. Thirty
9. Three bus lengths
10. Driving with bus under control, anticipating unsafe actions of others, driving to prevent accidents, acting defensively on low probability hazards.

These three happy drivers, holding their trophies as top winners of the annual Muni bus Roadeo held in July, are (left to right) Ray E. Bianchi, second place; Douglas Norberg, first place, and Clarence Chiles, third place.

Flying Saucers? No — Egyptian Guests Pay Call on Muni

People from all over the world visit Muni — when "people that live in outer space" hop out of their flying saucers and learn more about our world, they'll come to visit Muni too.

A case in point is the arrival from Egypt this month, under the auspices of the Department of State, Mr. El-Din Sabet and Mr. Badr Sheta. When they arrived on September 17, they were met by Robert Rockwell, Public Service Director, and then were hosted by the Woods Division and the Muni Metro Center.

Transit Pack is "Company Product"

Three members of the "S.F. Bay Area Transit Company" proudly display the TRANSIT PACK. They are (left to right) Darrell Turner, VP Finance; Jordan Ross, a member of the company, and Karen Ross, VP Administration.

A group of young people banded together to form a junior achievement company, known as "San Francisco Bay Area Transit Company," and came to S.F. Muni Railway for assistance. They wanted help in putting together their main product line, the "Transit Pack," designed to furnish the most complete public transportation information possible.

Informational materials used in the packet were provided by BART, SAMTRANS, AC Transit, Golden Gate Transit, SP Railroad, the Metropolitan Transportation Commission, Muni and other agencies. Muni provided such items as "Ride the Muni" (map of the entire system), and several of the pamphlets which furnish passengers with much information on a wide variety of subjects.

Practical Experience in Business

The purpose of the junior achievement company program, in which a company is sponsored by one or more existing companies or corporations in the San Francisco Bay Area, is to give practical experience in business to promising young people who qualify . In the case of the San Francisco Bay Area Transit Company, various persons serve for one semester as president, vice president for administration, vice president for finance, vice president for marketing, and vice president for production.

These positions were held, respectively, by Lisa George, Karen Ross, Darrell Turner, Jarvis Baker and Millard Chambers.

The company is co-sponsored by Wells Fargo Bank, the Buchanan Street YMCA, and the Western Addition YWCA.

In The Driver's Seat

by Stan Hess

In the downtown area, do we help out a fellow driver when he or she is swamped at a bus stop with passengers? Sure, it's our last trip of the day, or possibly one of the last, and we have been working hard, but is it worth it to our passengers, who want to get home as bad as we do, to pass them up?

When we do stop to pick them up, do they ever appreciate it!! With the money problems of all government operations nowadays, we owe it to ourselves and to our revenue and tax-paying passengers to prove our allegiance to them by providing the best possible service. It'll make our days, and our passengers' days, more pleasant.

By the way, in the downtown area operators can come within a block of, and actually pull up behind, the vehicle ahead of us. But from Van Ness on out, we should stay at least a block behind that preceding bus.

SAFETY CORNER —

Drive Defensively — Review Safety Rules

Subject: Accident, failure to use proper caution.

Circumstances: Witness stated that the operator was approaching the intersection of Jones and Market streets when an auto in front of the coach stopped suddenly instead of proceeding on the green light. The operator veered the coach to the right to avoid hitting the auto and subsequently the coach was rendered out of control, whereupon it struck a pole.

Forgotten Procedure: Safety Manual, item no. 31. Operator tried to anticipate an unprofessional driver rather than using prescribed rules.

Safety Tip: Always review your safety manual and remember: caution is always best for safety.

IT TAKES...

....one minute to write a safety rule.

....one hour to hold a safety meeting.

....one week to plan a safety program.

....one month to put the plan in operation.

....years to win a safety award.

....one lifetime to make a safe driver.

....one second to destroy it all with an accident.

Researchers Visit Muni

Here are many of the 200 members of the Transportation Research Board who attended a conference in August at Stanford, which featured field trips to San Francisco and other Bay Area locations to inspect transportation facilities of Muni and other transit services. The picture was taken just outside the joint-use Muni-BART station at Market and Powell (Hallidie Plaza) as they were addressed by Merrill Cohn, Senior Civil Engineer, with bullhorn. Lyle Peterson, Assistant VII, Special Project, to the left of Cohn, waits for the opportunity to speak to the group. A few minutes later the group boarded a Light Rail Vehicle and traveled in the tunnel under Market Street to Muni Metro Center for a tour there. The TRB is a federally-funded organization whose activities are directed to the overall background and innovations in operation of all U.S. public transit systems.

A PROPER SPIRIT WINS OUT OVER ALL ODDS

She's 84, but that doesn't mean that Ruth Stout, of Broadway Street in San Francisco, will not accept a challenge and meet it head on!

Witness a recent postcard from her, "Yesterday I was running across Vallejo Street at 8:45 a.m., hoping to catch No. 47 southbound bus at the bus stop on Van Ness Avenue. No luck! The bus moved, turning left at a sharp angle into the middle of Van Ness. Meanwhile, I called out, but apparently no one heard me.

(Continued on page 5)

A Proper Spirit...

(Continued from page 4)

"But wait! The bus has stopped!!

"I board, incredulously, wondering if a passenger in the rear of the bus had alerted the driver of my predicament: an 84-year-old woman racing a moving bus because **she hoped to get to church on time**.

"The driver, Kose Faasii, was smiling. He had seen the old lady, waving, running, and desperately calling the bus. So he simply and graciously stopped for her, a few feet from the curb. Kose Faasii has a heart! I hope he wins an award: 'Courteous Driver for July!' "

Muni Operators Assist Seniors Who Charter Our Buses

Following a charter of three buses by the Senior Citizen Citywide Council of the San Francisco Housing Authority in August, Muni received the following letter commending Operators A. B. Howard, Hillary Terry, and Willis Payne, all of Woods Division:

"We had very nice drivers for the day. They were kind and courteous to everyone in assisting our seniors on and off buses. Helping our staff members meant a lot to them and our trip and tour committee person on board.

"We appreciate your helping hand to our seniors."

Charles Colvin Chases, Catches a Delinquent

Jack Rosenbaum, columnist for the San Francisco Progress, printed this one and we think it's certainly worth repeating here:

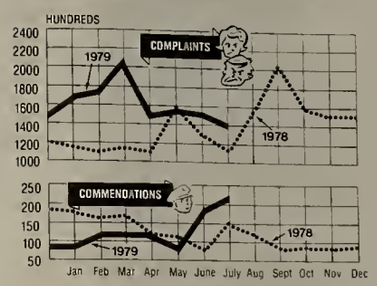
On July 31 Charles Colvin, cap no. 3239, while driving on the 25-Bryant line at Geneva and Castillo, observed three juveniles hassling an old lady. He stopped his vehicle, gave chase, caught one of them, and then took the lady to the nearest fire department station for treatment.

Good thinking, Charles, and thank you for what you did!

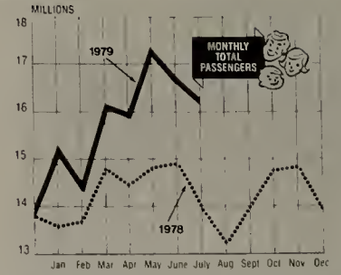
Last month Muni initiated a time-saving and convenient loading procedure, now in effect at all Candlestick Park sports and other events, to eliminate long lines and long waits for seats in Muni buses heading home. Here a 25-Bryant line operator, Henry Mobley, checks the transfers of his passengers. By means of round-trip fares, paid when passengers board outbound to Candlestick before the game, Muni was able to expedite post-game loading. Previously, fares had to be collected, at the front door of each bus only after the game; now, Muni personnel at both doors merely check transfers each passenger received when they paid the round-trip fare.

Welcome to MUNI — New Permanent Employees — July

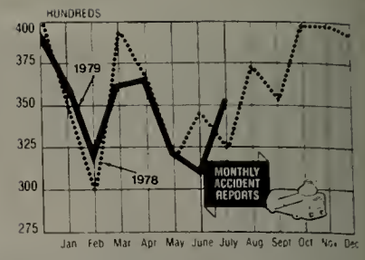
Commendations Set Record High Number in July...



COMPLAINTS dropped to 1438 in July, down considerably from the months of May and June. COMMENDATIONS logged in July totaled more than any month since Trolley Topics began charting them several years ago. What produced the sharp rise in June, to 183, and the continued sharp rise in July, to 223, is not entirely clear, but "we must be doing something right!"



PASSENGER TRAFFIC continued the decline begun in June from the 1979 high, reached in May, of 17.3 total passengers. June's total had slid to 16.7 million and by July the total had dipped to 16,200,622, showing signs that the monthly score would stabilize at close to 16 million. However, the spring '79 gasoline "crunch" which motorists had endured, causing them to turn to public transit, was having a lasting effect.



ACCIDENTS in July totaled 354, an unfortunate jump from the lower levels of May and June, bouncing back to the higher levels of last spring.

Chinatown Celebrates 83-Line Start-Up

Chinese-American citizens, and others, had long urged a bus line along Pacific Avenue, from Kearny to Van Ness. When Muni announced that a new line, 83-Pacific, would begin on August 29, these pro-public transit advocates weren't about to let the occasion go by without proper ceremony. At noon on that day, Stockton and Pacific was the scene of speeches, fireworks, balloons, and special attention given to one of the first buses to traverse the line. The inevitable Chinatown dragon, of course, was there. (See inset for one of the numerous balloons provided for the occasion.)

TROLLEY TOPICS

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Another Old-Timer From Market Street Railway Is Found

Last month **Trolley Topics** stated, "Known to be the last vehicle operator (to retire) who once was employed by the Market Street Railway, Sam Barone may well be the last Muni **employee** to have done so."

NOT SO — Word reaching "Topics" has it that Alfred Gandolfo, Actlng Day Foreman at the Metro Rail Center Overhaul Shop Department, once worked for Market Street Rail-

Gandolfo

way, having started at the 24th & Utah Streets Division as a gas coach serviceman in 1940. He worked there until he was drafted into the Army Air Forces during World War II.

Upon his release from service, Gandolfo was assigned to the Geneva Car House by the late Charles D. Miller as an electrical shop mechanic, where he remained until transferring to Elkton Shops and, later, Metro Center.

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TROLLEY TOPICS

Vol. 5, No. 9 San Francisco Municipal Railway — *"The People's Road"* October 1979

PUBLIC LIBRARY

Benjamin Receives Check For Turning in a Case

B.T. Benjamin, who operates a motor coach on the 27-Noe line out of Woods Division, received a check for $50 from Gene C. Jones, who recently lost his briefcase on Mission Street in San Francisco, containing money, credit cards, and checkbooks, all of which were "somewhat negotiable," according to Jones' letter.

While driving his 27-line coach, Benjamin noticed the briefcase on the street, and turned it in to Muni's lost-and-found department, which in turn gave it back to the rightful owner.

Jones is Chief Financial Officer of Hittenbergers, an orthotic and prosthetic service with corporate offices in San Francisco.

B. T. Benjamin, left, is shown as he received a grateful passenger's check from Carl Barton, Muni's Superintendent of Transportation, as Oscar Norman, Woods Division Superintendent, looks on.

HANDICAPPED AND SENIORS NOW GET CARDS FROM MUNI

Dorothy Jaymes of the Elderly and Handicapped Program office in Presidio Division of Muni is now accepting applications from eligible handicapped and senior citizens for transit discount cards. Hours are 12:30 to 4:00 p.m., Monday through Thursday, in Muni's Photo Lab, Room 110.

We Goofed — Our Apologies

This newsletter ruined a good record of accuracy last month when it ran a picture and story on the Muni-Operator-of-the-Month for July, with the wrong spelling of Alfonso Tucker's name. We regret the mistake.

FLASH!

Ray Bianchi, one of the top three winners in Muni's Annual Roadeo last summer, took fifth place in a field of 57 entrants representing transit systems throughout the nation, at the National Roadeo held in New York City recently.

The national event is sponsored by the American Public Transportation Association. More in next month's *Trolley Topics*.

New Van Received From L.H. Hospital

A customized Dodge van, donated by the Laguna Honda Hospital Volunteers Auxiliary to the City and County of San Francisco to transport patients and visitors to and from Muni's Forest Hill Station, was presented to the San Francisco Municipal Railway on October 5.

A successor to the old "Lagunaville Trolley," an open surrey-type vehicle with fringe on top which made the run almost 20 years ago, the new van has a capacity of 11 seated and as many standing. It will make the trip possible for elderly and infirm people incapable of negotiating the 97 steps leading from the station to the hospital.

A traditional ribbon-cutting ceremony, with members of the Volunteers Auxiliary and patients participating, was the climax of the turn-over ceremony. "Muni will operate and maintain the vehicle to serve Laguna Honda," General Manager Curtis Green said, "and no fare will be charged. I consider this another service Muni performs for the people of San Francisco."

This is the third shuttle vehicle which Muni has operated for the purpose. Between the Lagunaville Trolley and the Dodge van, a bus was used.

United Way Campaign Begins Throughout Muni

"Muni must recognize the need, and support that need in every possible way." So said Curtis E. Green, Muni General Manager, as the United Way campaign was "kicked off" on October 9 with a special "United Way Day" session at Presidio Division. Films were shown and literature regarding the Bay Area program distributed.

Chairman of the Muni drive is George Newkirk, the Public Utilities Commission's Affirmative Action Compliance Director. "Muni must concentrate on doing much better for the United Way this year," he said. "Last year only 14 percent of all Muni employees saw fit to invest in the campaign."

Newkirk added that all Muni personnel should keep in mind that their money will be sent to the agency or agencies they designate if they wish.

The official dates of the drive at Muni are October 8 through 19, but this may be extended.

Here was the scene as Muni accepted a brand new van from Laguna Honda Hospital Volunteers Auxiliary. Left to right: Evelyn Foley (volunteer); Shari Mathis (head of food service at the hospital); Mrs. Jean Barsotti (chief of volunteers auxiliary, behind Shari); Betty Mason, a patient; Martin La Fronboise, a patient; George Berkley (acting administrator), cutting the ribbon; Merrill Cohn (Muni's Senior Civil Engineer); Jan Benson, Registered Nurse, and Doris Bandeu (a volunteer).

The Departments of Muni — V

The Claims Department

Claims Department Investigates And adjusts all accidents and claims

Clerical personnel of Muni's Claims Department are shown at their daily work. In left foreground are Shawne Bowen and (in back corner behind Bowen) Gregory Wellington. Standing, next to Wellington, is Martha Huey. In the right rear corner of the room, Kuttala Pisharody leans over, talking with Barbara Orsi at her desk. Busily attending to work at her desk is Eleanor Carter, and the group of three in the foreground, right side of picture are (l to r) Donna Chin, Lynette Jetke (standing) and Marie Smallwood.

The Municipal Railway is self-insured. The Claims Department investigates and adjusts all accidents, liability occurrences and claims against the Municipal Railway, while the City Attorney's office defends the Railway in litigation.

Last year there were 6532 such occurrences. The Claims staff processed 2511 claims. They denied 1236 of these claims and paid 1517 of them, either through settlement negotiations or through court order on judgments. The total amount paid out last year was $2,680,000. The cost had dropped down from an average of $3,700,000 a few years ago.

The Claims Department also collected $87,000 from people who damaged Railway property.

A total of 554 lawsuits were processed by the Claims Department and forwarded to the City Attorney's office for legal defense. Approximately 150 of these suits were small claims court actions and were defended in court by Municipal Railway claims investigators assigned to work at the City Attorney's office.

All records, files, statistics and the payment of claims and suits are processed by the Claims Department.

Each year the staff of the Claims Department contacts thousands of people with an interest in or knowledge of accidents involving the Municipal Railway.

Reed Jordan, General Claims Agent, at blackboard, explains a recent accident on which a claim has been filed, to his investigators. Between Jordan and Max Bedell (pointing) sits Charles Burlson. In the middle of the front row (in dark vest) is Arturo Lopez, and next to him, Gene Henderson. Standing left to right in back are Allen Byrne, David Jones, William Leong and Herbert Jack.

Here's the Lighter Side of Muni Travel —the "Route 66 Club"

(Editor's Note: On June 29 a party for members of the "Route 66 Club" was held, at the home of Geru Martin, inspector for Muni and a vehicle operator on the 66-Quintara line. The club is made up of passengers who have ridden the line over the past many years. Announcement of the party reminded us that we've been meaning to run in ***Trolley Topics*** *the story below which appeared some time ago in the San Francisco Examiner, written by Moritz E. Pape)*

"Hurry, lady. Here comes the 66!" This expression is heard so often during the morning rush hour when people are anxious to get to work on time on one of San Francisco's most famous Municipal Railway bus lines.

There are 71s, 72s, 38s, trolley buses galore all over the City but the 66 is unique. Yes, there IS a club! Certain riders catch the 7:05 a.m., or the 7:20 or the 7:35 and look for their friends to sit with, chat, joke, even rib. The club members carry a gold card which reads, "Club 66." Of course this can't be used in lieu of a fare, like Fast Pass or Senior Citizen cards, although it's been tried on a new driver more than once.

Some of the drivers know the passengers so well that they often hesitate or stop as they pass a certain house or houses. One man always had the habit of being late and one morning the driver tooted his horn in front of the house. The man kissed his wife, ran down the front steps, boarded the bus, then put on his tie and cuff links. One driver used to take a child downtown and back again while mother went out grocery shopping! Talk about baby sitting!

But the levity and good fellowship which carries on is what makes a closer relationship of people living in a neighborhood.

If a new driver loses his way enroute, club members are eager to help him with, "Turn left up 15th Avenue, turn down the hill at Quintara Street."

(Continued on page 3)

PLEASE NOTE

Not shown in either of the Claims Department pictures are department employees Frances Prince (principal clerk), Claudette Cosey (transcriber typist), Elmer E. Boldridge, Lee S. Jones, Arthur Lewis, Cecil Brown, William Smith, and Haynes Vance Sr. (all investigators), James Christian (adjuster) and Edward Lum (adjuster).

In The Driver's Seat

by Stan Hess

Last issue I discussed helping out our fellow drivers in the downtown area where bunched coaches are common occurrences. This issue let's focus on bunching itself.

What factors cause bunching? Heavy traffic? An out-of-service coach? An exceptionally high number of tourist-visitor questions? Well, all of these factors, to be sure. However, what can be done to alleviate the problem?

One thing that I have noticed during the evening rush hour is that some drivers "miss trips" altogether or "take minutes" in order to *be sure* they make it to the terminal on time. Especially this seems to happen with drivers who are making their last trips of the day.

"Taking minutes" and "missing trips" can cause absolute havoc on the line by crowding the o*n time* buses and resulting in short tempers by our passengers. The offending drivers should rethink their actions and help out their brother and sister drivers and, most importantly, our passengers.

"Route 66 Club"

(From page 2)

Club members make it a point to keep track of everyone — sickness, weddings, new babies. They even give birthday parties aboard the bus, with cake and cards. When someone is going to Hawaii or to Europe they make a big to-do over this — putting leis around the neck of the traveler. One fellow was going to Disneyland so they made him wear Mickey Mouse ears all the way downtown. Upon his or her return there's usually a big welcome and lots of kidding on the first trip downtown.

Yes, Club 66 is a great group.

Lathay McFadden Wins Award as Best Operator

A family man who likes to dress up as Santa Claus when he drives his bus at Christmas time. — that's Lathay McFadden, who received an award recently as Muni's "Operator-of-the-Month" for August during a special ceremony at Kirkland Division.

McFadden, 44, first joined Muni 21 years ago. A resident of Daly City, he presently drives motor coaches on the 42-Sansome line, out of Kirkland. Before joining Muni in 1958, he was in military service. He also tried to get into professional baseball, trying out with the San Francisco Giants four times. A knee injury kept him from succeeding in that venture.

Anyone who dresses up as Santa Claus in December is bound to like kids, right? — a safe assumption with McFadden, who has been a scoutmaster with Troop and Pack 595 for the past 11 years, connected with All Hallows Church, of which he has been a member for 16 years.

He also works with the children in his neighborhood, assisting them with their problems and working with them in informal rap sessions.

McFadden's wife Betty has worked for the Post Office for the past 15 years. The couple has two children, Lathay Jr. and Regina. Son Lathay is 20, goes to the College of San Mateo, where he is studying electrical engineering and trying out for the basketball team. Measuring 6-4 in height, he was the first freshman or sophomore to high jump six feet two inches.

Regina is attending Serramonte High. At the age of 16, she is a straight A student and plans to go on to San Jose State.

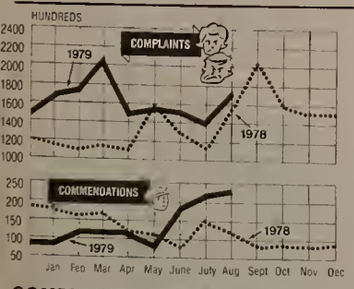
McFadden's chief recreational interests are bowling and fishing. When he can get away, he fishes at Clear Lake and Lake Berryessa. He's also very much interested in horses, and boards one, a Palomino named Big Dan.

Big smiles predominated the day that Lathay McFadden won the award as Muni's Operator-of-the-Month for August. Next to Lathay in the picture are his wife Betty and son, Lathay Jr.

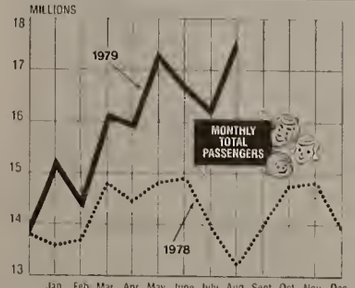
Ask McFadden sometime about his experiences at Christmas time when he's dressed as "Jolly Old Saint Nick". He'll answer that the informal relationships he has with passengers at that time are rewarding indeed. The kids on his line are delighted.

He has so many safety awards on his record that he "can't think exactly how many". As for the Muni-Operator-of-the-Month Award, he can't believe it happened. "I already knew, of course, that someone wins the award," he says, "but that someone is always someone else."

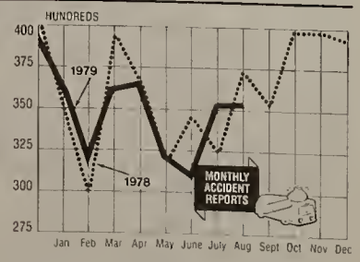
muni



COMPLAINTS during August hit the figure of 1734, a distressing trend upward from the level period of the past few months. This compares with 1438 in July. Commendations rose slightly, from 223 to 230.



TOTAL PASSENGERS for the month of August came to 17,569,-725, the highest figure in Muni's history, topping even the previous high of 17.3 million in May.



THE ACCIDENT TREND in August continued its favorable slide downward, especially impressive when compared with a year ago. August '78 recorded 21 more accidents for a total of 373. (August '79: 352)

Condition of Motor Fleet Praised by Green

Here is a recent letter from Muni General Manager Curtis Green to Frank Baggetta, Transit Equipment Supervisor:

Dear Frank:

You have no idea how exciting and satisfying two simple numbers can be! I am, of course, referring to the "96" in the Geneva column of the Daily Condition Report dated September 28, 1979.

Ninety-six Daily Demand and 96 Equipment Available — how sweet it is!

Seriously, this is just a personal note from me, as General Manager of Muni, addressed to you and all employees and members of your department who have done such an excellent job in getting our motor coach fleet out of the shop and into the street.

I am well aware of the serious problems you have had to meet and overcome; and it has only been through your dedication, perseverance, and determination that Muni has been, at last, able to attain its goal of matching equipment to runs.

Now that you and your staff have demonstrated that this goal is possible, I am hopeful that your fine efforts in this endeavor will continue.

My thanks to you; and I know I speak for the Public Utilities Commission, the PUC General Manager, and your 3000 fellow Muni employees.

Sincerely,
Curtis E. Green
General Manager

One Run — No Hits But Lots of Charisma

Luther Leonard of Woods Division makes only one run on the 17 Parkmerced Express each day — but it is a good one.

"Reliable, thoughtful, kind, considerate"... and so they go. The adjectives his passengers use to describe him.

Luther will have been with Muni 19 years on January 27, 1980. His service has all been devoted to the diesels.

When advised of the steady stream of complimentary phone calls in his behalf, Mr. Leonard said:

"Well, that's just the way I like to do it. I am glad the people like my work."

A lot of people like what his wife, Jimmie, does for them, too. She is a Registered Nurse at French Hospital.

Gatewood is New TWU President

Cornell Gatewood, with an impressive record in the administration of Local 250-A, Transport Workers Union, was elected President of the Local on August 9.

Here is Gatewood's recent labor union record:

1966 — Elected to the election committee.
1968 — Elected as Vice-Chairman, Potrero Division of Muni.
1970 — Elected as Executive Board member.
1972 — Elected Second Vice President.
1974 — Ran for Executive Vice President, but this time met defeat.
1976 — Ran again for Executive V.P., elected to that position.
1978 — Re-elected as Executive Vice President.
1979 — Became Acting President of the Local on June 21 and President on August 9.

Gatewood and wife, Mairee, have a son, Russell C., 15, and a daughter, Lisa C., 12. His outside interests lie in spectator sports (football and baseball), and active sports such as bowling and fishing. He bowls in the T.W.U.-sponsored bowling league.

Muni Mourns, Sets Memorial for Minnie

A 16-year-old cat who was the mascot of the Geneva shops, and the memorial for it when it recently died, are the subject of this report.

The 55 employees of the Geneva shops, whose foreman is Al Yee, all knew Minnie — her favorite routine, enjoyed by all, was chasing all animals out of the locker room, according to Rich Rogers, Electric Transit Equipment Supervisor.

"Everybody fed Minnie," Rogers said. She truly was a mascot known and loved by all.

And now she is dead.

Preliminaries of Bell Ringing Contest Held

It didn't pay to reside too close to the corner of Washington and Mason on October 9. Unless, that is, you're "into" bell-bonging and cable-clanging all day and half the night. That was the day of the preliminary competition for regularly-assigned Cable Car Division platform personnel competing for prizes in the annual bell-ringing championships.

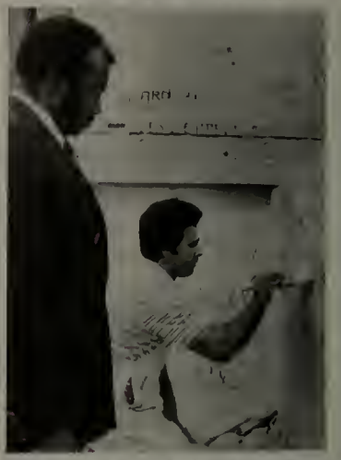
And during the evening of the 9th, the customary charity-celebrity bell-ringing preliminary program was held.

The following week, Wednesday noon, October 17, in Union Square, the championship bell-ringing finals, the presentation of "Miss Cable Car" and the final charities bell-ringing program took place.

At press time for *Trolley Topics*, a tremendous amount of interest was expected for this year's bell-ringing contest, largely due to the current cable car shutdown. There were good prizes available, and radio and television appearances, both national and local, were tentatively scheduled for winners.

Platform finallsts scheduled to compete in Union Square on October 17 are: Mlchael McClure, Carl Payne, Machell Bell, Collin Thomas, Paul Valles, and Garland Horton.

Forest Hill Station Gets Fine New Paint Job



Every six weeks painters are sent to Forest Hill Station to paint over the graffiti which has been scrawled all over the building's ground-level area. (If we had many people in the world over seven feet tall, we'd have graffiti above the entrance too! — Ed.) These examples of "personal art" to some, vandalism to others, begin to deface the building soon after painting has been accomplished. Above, Muni General Manager is shown as he inspects the work of Muni Painter Larry Bustillos.

Welcome to MUNI — New Permanent Employees — August

Federico A. Alabata, Francisco Alvarez, James D. Armstrong, Arnetta S. Brooks, John C. Chapple, Fat Chi Choy, John W. Demus, Reginald B. Dixon

Margaret Ellis, Ernesto Garcia, Donald Hamilton, Lawrence Herd, Mable Isaac, Lloyd J. Kelly, Jeanette Lee, Joe V. Martinez

Joseph H. Neal, Ruby Allen Penn, Peter Pon, Kien H. Quach, Isaiah Rhodes, Ernie T. Roberts, Albert Lee Smith, Laurence Sorrell, Robert D. Symonds

SAFETY CORNER —

"HOW TO LIFT"

The National Safety Council has told us about a "new" way to lift heavy boxes and other objects, and it would be well to heed the council's words, if we're called on to do this sort of thing in our daily routine.

"You can use this new technique in any lifting situation," the Council says, "whether you're lifting a carton, a drum, a sack, anything."

Keep six basic steps in mind:

1. The Feet. They should be parted, with one foot alongside the object being lifted and one behind. Feet comfortably spread gives greater stability and the rear foot is in position for the upward thrust of the lift.

2. The Back. Use the sit-down position and keep the back straight — but remember that **straight** does not mean **vertical.** A straight back keeps the spine, back muscles and organs of the body in correct alignment. It minimizes the compression of the guts that can cause hernia.

3. The Chin. Tuck in the chin so the neck and head continue the straight back line. Tucking the chin helps keep the spine straight and firm.

4. The Palm. The palmar grip is one of the most important elements of correct lifting. The fingers and hand are extended around the object you're going to lift — using the full palm. Fingers alone have very little power — you need the strength of the entire hand.

5. Arms and Elbows. The load should be drawn close, and the arms and elbows should be tucked into the side of the body. When the arms are held away from the body, they lose much of their strength and power. Keeping the arms tucked in also helps keep body weight centered.

6. Body Weight. The body should be positioned so that the weight of the body is centered over the feet. This provides a more powerful line of thrust and also insures better balance. Start the lift with a thrust of the rear foot.

•••The Council also has a word of caution on twisting. Twisting during a lift is one of the most common causes of back injury. By simply turning the forward foot out and pointing it in the direction of the eventual movement, the greatest danger of injury by twisting is avoided.

FOR SALE

Lowrey Symphonic Holiday Organ, with rhythm section; three years old; perfect condition; list price $4800, sale price $3400. (For additional information, call 755-4219.)

Murray Returns Purse, Receives $20 Reward

A $20 check was forwarded recently to John P. Murray, cap #3661, who drives run 16 on the 22-Fillmore line out of Potrero Division, with the following explanatory note:

"Mr. John Murray — Sorry for taking so long to send you this. I just want to thank you for returning my purse. It's nice to know that there are such helpful and honest people as yourself. I am very grateful to you." The note was signed, Ms. Wanda Stone of Cincinnati, Ohio.

RETIREMENTS

Bernard Blessing, 37 years

Tom Martin, 30½ years

Pete Lum, 29 years

Russell F. Grote, 26 years

Emel O. George, 25 years

Robert W. Haines, 24½ years

Michael Schembri, 24 years

HAINES

Jimmie Carlos-Valentino, 22 years

Allen Mathews, 20½ years

Aubrey Blair, 13 years

John D. Murdock, 11 years

Arwed Holmberg, 6 years

"Secret Witness" Program Is Publicized in Vehicles

Pamphlets describing the "Secret Witness" Program of the San Francisco Chamber of Commerce are being placed in Muni vehicles on various lines around the city. They tell how to be a "secret witness" to any serious San Francisco crime.

The key to the program is a "hotline" phone number which any witness may call. At that time he is provided with a secret identification number, and becomes eligible for a possible reward. The caller need not identify himself.

The Chamber assures anonymity, also that the line is not tapped. And when the witness collects his reward, he still does not need to identify himself.

The same pamphlet which gives

(Continued on page 6)

"Secret Witness" Program

(From page 5)

the above description of the program tells, on the flip side, about two recent crimes, offering a secret witness in one case a $2,500 reward and in the other, $1,000.

Letter States "I Too Worked for the old MSR"

"Dear Editor: I accidentally fell heir to a copy of *Trolley Topics*" in which you mentioned Mr. Barone's retirement and wondered about other ex-Market Street Railway men. I started with them in 1942 as a part-time

(See column to right)

P.U.C. — Union Contract is Signed

The end of negotiations and signing of a new contract brought smiles to the faces of Public Utilities Commission, Union and Muni officials present at the signing on September 12. Left to right at table are Roosevelt Watts, International Secretary-Treasurer, Transport Workers Union; William Lindner, International President, TWU; Dick Sklar, General Manager of Public Utilities; Cornell Gatewood, President, Local 250-A, TWU; and Samuel W. Walker, Secretary-Treasurer, Local 250-A. Standing: Ray Antonio, Recording Secretary, Local 250-A; Irwin Leff, TWU Counsel; William Jung, Staff Representative; Rod Bartholomew, Muni's Deputy General Manager for Operations, and Curtis Green, Muni GM.

Mini-Park at Woods Center

Our photographer caught Suzanne Gomez, and her young sons Alfred, left, and Antonio using the mini-park which serves as an appropriate and attractive annex to Woods Division's new facilities at 22nd and Indiana streets. The San Francisco Art Commission retained Stefan A. Novak, a local artist, to design the mini-park, which features slides, swings, and out-size wooden sculpture, part of which may be seen to the left of the slide. The initial overall master plan was prepared by Rockrise, Odermatt, Mountjoy Associates (ROMA). Construction was completed in October, 1978.

(from column 1)

motorman and soon moved to permanent status after 'earning my brass', this being a tradition of most electric railways, that being to fully complete your training period in both classroom and equipment operation and then you were given your badge and cap number.

"I qualified on conductor as well as one-man cars, which operated south of Daly City. It was the best years of my life, and having an electrical and mechanical background, I took the junior and senior shop-men's examination with city and came into the shops around 1947-48.

"I had to retire on disability in 1975 owing to my stomach operations. Let me tell you the Market Street men were a good bunch to work with. Sincerely, John W. Graham, 1974 Valparaiso Avenue, Atherton, Ca."

TROLLEY TOPICS

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Richard Sklar, *General Manager of Public Utilities*

Curtis E. Green, *General Manager, Municipal Railway*

Ralph W Bryent, *Editor*

Les Teal, *Acting Chief Photographer*

Bill Owyang
Associate Photographer

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MUNI

TROLLEY TOPICS

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Michael McClure Wins Top Honors at Bell-Ringing Contest in Union Square

Michael McClure, gripman, came in first; Carl Payne, gripman-conductor, second, and Collin Thomas, gripman, third at the 1979 Cable Car Bell-Ringing Contest in Union Square on October 17. The contest was co-sponsored by Muni and KABL Radio.

For some time, McClure had worked hard as he set his sights on the champion bell-ringing spot, knowing that it would be a rough go taking it away from Payne, who had won "going away" in the previous two contests in the square.

To do so he composed and arranged the opera, "Cable Car Carmen." Alluding to the sad story that except for the California line, the cable car system is laid up for repairs, McClure, a third-place finisher last year, said, "I didn't dare get my hopes up, with no chance to play on the cable cars."

He was cheered on by a thousand persons gathered in Union Square to watch the six finalists and six representatives of local charities competing for prizes and a chance to appear on the Dinah Shore TV show.

By coming in first, McClure won a $1000 Roos-Atkins gift certificate; in turn, Payne won a $500 certificate and Thomas a $300 certificate from the same stores. Radio and TV appearances have been scheduled for them on "People Are Talking" (KPIX-TV, San Francisco); Mike Douglas Show, (CBS-TV, Los Angeles); Today Show (NBC-TV, New York) and the Dinah Shore Show (KTLA-TV, Hollywood).

McClure Bongs Cable Bell Best

Clockwise from upper left, McClure holds a cable car bell trophy of distinction; McClure, top, Thomas, at bottom and Payne pose on the platform steps with Jerri Seago, Miss Cable Car; a scene of the crowd and center of the action in Union Square.

Joseph Lerma is Winner of September Award as Muni's Best Operator

Joseph Lerma, a family man who likes to square dance, or play tennis, golf or table tennis when he's not at the controls of his streetcar, was named Muni-Operator-of-the-Month for September; in his honor, a special party was held in his "home" division, Geneva, located at 2301 San Jose Avenue, on October 25.

"This is the 306th person designated as 'best operator' in this continuing courtesy-safety-service program which began in 1950," Curtis E. Green, General Manager of the San

(continued on page 5)

New Radio System is Being Installed . . . A 2½-Million Dollar Program

A sweeping new Muni-wide radio system, costing two and a half million dollars, is now being installed in hundreds of Muni trolley coaches and motor coaches, according to Rino Bei, Transit Improvement Program Manager.

A total of 494 radios are being installed, with the entire project scheduled for completion in February, 1980. The $2.5 million total cost includes a contract with Motorola in the sum of $1.8 million. The new radios are UHF (ultra-high frequency), a decided improvement over the present radios in all diesel buses, which are vhf (very high frequency).

They are being installed in 345 trolley coaches, 100 AMG coaches, and 100 advanced design buses (the buses which will eventually replace the GMC's). They will not now be replaced on the GMC's because they haven't been used long enough under the rules of the Metropolitan Transportation Commission.

Light Rail Vehicles, more than 70 of which have been received in a total contract of 100, are already equipped with the new radios. The only additional equipment the LRV's will need will be the silent alarm.

The silent alarm, to be eventually incorporated into the radio system on all vehicles, is a hand- or finger-operated button located in a position suitable for the operator to push without notice by a vandal or criminal.

In addition to the Motorola contract, the work includes antennas through the Market Street subway, antenna atop the Bank of America World Headquarters, another on the water tower in McLaren Park, and another on Golden Gate Heights.

Standard Oil Gives Mayor $1 Million Check for Cable Cars to Get Them Back in Operation

One of the finest examples of corporate support of the San Francisco Cable Cars was announced recently when Standard Oil of California gave an outright, no-strings-attached gift of a million dollars to help make sure all of the cars start "climbing to the stars" again soon.

Henry T. Derr, president and chief executive officer of the company, presented Mayor Dianne Feinstein with a check to be used to help restore the system, shut down for repairs since September 25 (the California line started running again on November 5).

Feinstein said the check was "one of the largest contributions ever received from private industry by San Francisco and one of the largest public gifts ever made by Standard Oil." She called it a "magnificent contribution" and said that it presented "a challenge to other industries that are headquartered here in San Francisco to do as well to help put the cable cars back on the tracks."

San Francisco is preparing an application for about $32 million in federal funds for the cable car restoration program, and hopes to raise an additional $9 million from other sources, including private ones.

Employees Begin Receiving New Passes

During November new and different Muni employee transportation passes for 1980 began flowing into the wallets and handbags of the approximately 3000 employees of the transit system.

Before the new pass is used, each employee must have his/her picture taken. A photographer has already taken pictures for the passes at Presidio and Potrero Divisions by the time you read this. The schedule for the remaining divisions is: Woods, November 23 and 26 through 30; Kirkland, December 3 through 7, and December 10; Geneva, December 11 through 14 and December 17-18; Cable Cars, December 19 through 21; December 24 and 26-27. The hours are the same throughout, 9 a.m. to 5 p.m.

New Pass is Smaller

The new pass is smaller than the old one and, unlike the previously-used pass, is sealed in clear plastic laminate. It is light blue in color, with a color picture of the employee in the upper left corner. An LRV appears in red on the right and above it the words, "Employee Pass-ID" on a yellow background.

Credit for the new pass idea, and the follow-through on it, is being given to two persons in the PUC Personnel office and one in the PUC photo division. Les Teal, acting chief photographer, discussed the idea of a Polaroid process for Muni ID cards and passes a year ago with PUC, and recently received a letter from James H. Leonard, Assistant to the Public Utilities General Manager: "Now you deserve congratulations and thanks. Muni is producing identification documents with the Polaroid equipment and has undertaken production of the employee cards.

Will Save Much Money

"This is bound to save a fantastic amount of time and money, and that is what it is all about . . "

In order to provide the necessary follow-through administratively, Muni has David Sparrow and Louise Louie in Personnel to thank

Don Cameron Speaks to Merchants Association

Don Cameron, Muni Metro Manager, recently spoke to the Judah Street Merchants Association on the subject of public transit, specifically Light Rail Vehicle operation

L.R.V. Program and Preparation for Metro Are Right on Schedule

The Light Rail Vehicle testing and acceptance program, and preparation for the opening of the Muni Metro system under Market Street, are proceeding on schedule, according to a bulletin from the Muni Vehicle Maintenance Department.

More than 70 cars have been delivered to Metro Center by the manufacturer and 62 of them have been accepted. After acceptance the cars are used for week-end simulated subway service, K-INGLESIDE line shuttle service and operator training.

This effort produces about 3000 miles of service per week on Muni-owned cars and provides an additional way, outside of the test program itself, to further "de-bug" the car. This should certainly improve car reliability when Muni Metro begins.

"The shop employees involved in this program are to be commended for their dedication to the program and to the car," Frank Baggetta, Transit Equipment Superintendent, said in the bulletin. "Their efforts will result in a car that the riding public can rely on with confidence."

For one week, Baggetta said, Geneva Division provided 100% availability for seven days running.

Ray Bianchi Looks Back on Exhilarating Adventure at "Pachyderm Competition"

The New York Daily News for September 26 ran a story which began, "The annual grand prix for diesel-fueled pachyderms of the pavement was held yesterday at Shea Stadium, with bus drivers from 57 cities in this country and Canada vying for top tiller honors."

The story contained a picture with the caption, "Ray Bianchi of San Francisco has been a bus jockey for 30 years." And that Ray Bianchi, that Ray Bianchi of Woods Division, that Ray Bianchi who has been guiding "pachyderms of the pavement" around this city for the Muni for 30 years, took FIFTH PLACE at that APTA (American Public Transit Association) National Roadeo in New York. And although he came in fifth, there was only a six-point spread between his score and that of the first-place winner (663 to 657).

Bianchi Brings Trophies Home

Seven-Minute Time Limit

Orange colored pylons and oil drums were laid out at specific distances, and drivers were asked to travel the route, in seven minutes, without touching the objects. Those who did it in less time, without touching the markers, received a higher point score. Simple? Try it sometime in your own car.

Again an excerpt from the Daily News article. "Also on hand for the competition, termed 'tough' by the drivers, was Ray Bianchi, 57, an old hand on the San Francisco transit system, bus and trolley car division. 'No, not the cable cars, they are a special department,' said Bianchi, anticipating the question."

No Sightseeing for Ray

While in New York, Bianchi tells us, he disdained sightseeing "in order to study the track." Obviously, our lad was there for business, not for the advertised pleasures of the Big Apple.

(continued on page 3)

LOTS OF CLASS! — CLASS 94 GRADUATION

Here is class 94 of the vehicle operator training program, following their graduation ceremonies at Kirkland Division last month. Shown with them are Muni and Transport Workers Union officials such as Curtis E. Green, Muni General Manager; Rod Bartholomew, Muni Deputy GM for Operations; Cornell Gatewood, President, and Sam Walker, Secretary-Treasurer of TWU, Local 250-A. Standing (l to r): Bartholomew, Gatewood, Wenceslao Gonzales, James Brown, Thomas Jackson, Jerrell Bell, Cornel Foster, Kevin Boden, Robert Ilumin, Oscar Jovel, Crosetti Speight, Bettye Dodson, Clyde Younger, Peter Gala, and Green. Kneeling: Vernell West, Jeffrey Chow, George Taban, Ronald Yen, Barbara Newman, Geraldine Warren, Wing Seto, Carl Washington, Walter Young, and Walker. Clarence Woods, one of the graduates, was not present for the picture.

Ray Bianchi Looks Back . . .

(Continued from page 2)

A cocktail party was held for all Roadeo participants in the New York Hilton, headquarters hotel, on the Sunday evening prior to the Roadeo. At that time, each driver came up to the head table to introduce himself. And then, the day before the big event, Bianchi practiced in Shea Stadium for 15 minutes with his bus. As it turned out, he beat all West Coast and Canadian competitors, with only representatives of Toledo, New York, Massachusetts and Manhattan/Bronx coming out ahead of him.

Nearest West Coast entrants to him were from Spokane, Wash. (11th place) and AC Transit in the East Bay (12th place).

Carl Barton Helps Out

Bianchi attributes much of his success to Carl Barton, Muni Superintendent of Transportation, who located in the AC Transit fleet a bus similar to the one used at the New York competition. Barton obtained its use for Bianchi and two other bay area drivers; all three practiced with it before the contest.

At the time of the Roadeo, a convention of mass transit officials was being held at the New York Hilton; President Jimmy Carter arrived to speak to the delegates to the convention and to the Roadeo participants.

A native of the small town of Ankeny, Iowa, Bianchi moved with his mother and a brother and sister to California, but this time didn't stay long, moving back to the Midwest and eventually to Taylorville, Illinois. While there, as a senior in high school, Bianchi was named captain of the football team and led that team to its most successful year in history. The team was undefeated for the season and Bianchi personally made four touch downs in one game.

He Joins Coast Guard

Bianchi joined the Coast Guard in 1943 and served in it till the end of 1945. He moved to California in '48, went to work for Muni the following year, and was married in '50. A son, Tony, now drives a truck for the Salinas Express and a daughter, Patricia, is a brakeman for the Southern Pacific.

Bianchi's only break in Muni service came during the Korean War, when he served for two years active duty overseas. For the past two years he has been driving motor coaches on the 16-Noriega Express line.

Simrock Plans to Play Santa Again with His Festive Holiday Coach

"This morning I was really blue, but your bus turned all that around. Thank you."

That was the reaction of a Muni passenger who rode a bus driven by Thomas Simrock of the Kirkland Division, known as a "Holiday Coach," during the Christmas season a year ago. Simrock expects to decorate a bus similarly this Christmas.

In seeking approval for another "Holiday Coach" this year from Curtis Green, Muni General Manager, Simrock wrote, "Judging from passenger comments... I would have to say that the project was a success. I found it particularly interesting that in addition to *no* vandalism, not even the marking pen variety, the amount of trash that normally accumulates on the bus was considerably reduced.

'The bus was usually slower than normal, due to the time it would take to load passengers (most would get to the second step and stop to look around at the decorations), but once on the coach, the 'holiday atmosphere' prevailed and there were noticeably fewer grumblings about delays. Everyone seemed to enjoy the bus."

Now on Run 17 on the 38-Geary line, Simrock is expected to drive the "Holiday Coach" daily from about December 10 until Christmas. However, he may be assigned to a different line every few days "for maximum exposure".

(Try to "catch the show" — Ed.)

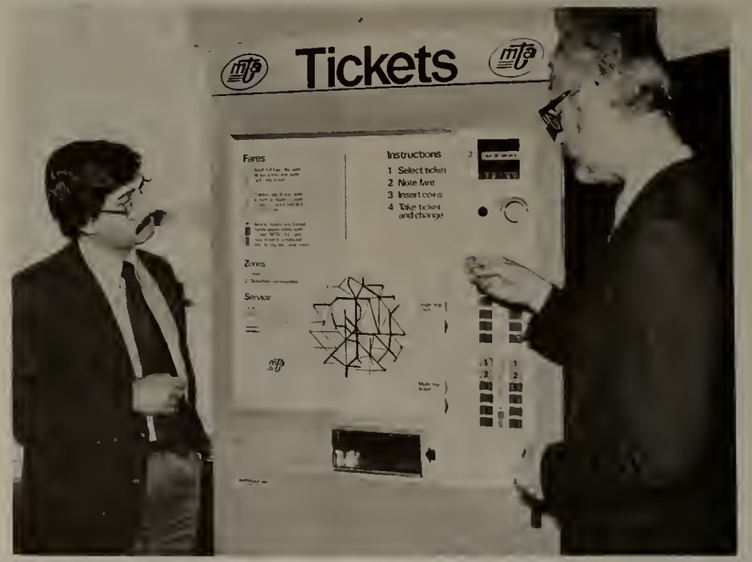
About the time we were writing this story about Tom Simrock and his "Holiday Coach", it came to our attention that a passenger, Jane Wells of the Trust Department of Wells Fargo Bank, had left her purse on his #1 Express line coach on October 30. Ms. Wells was naturally very grateful to Simrock for returning her purse to her (what else does she expect from a guy who is planning to drive a Christmas-spirit type coach?)

Kronenberg Assigned Post in PUC Office as Assistant to the General Manager

Anne Kronenberg has been assigned as Administrative Assistant to Richard Sklar, General Manager of Public Utilities. A former member of the Residential Rental Stabilization and Arbitration Board, to which she was appointed by Mayor Feinstein, Kronenberg formerly was administrative assistant to the late Supervisor Harvey Milk.

She was Milk's campaign manager during his supervisorial election campaign in 1977. A community organizer by persuasion, she has long been working toward the establishment of a Neighborhood Center in District 5 in the city, to be known as Harvey Milk Neighborhood Center. Milk was supervisor for that district.

Ticket Vending Machine Is Demonstrated to Muni Officials



Although it is still not certain that a self-service fare collection system will be adopted as recommended by Muni's Five Year Plan, a demonstration took place recently of one type of ticket vending machine. Lyn Shepard, representing Autelca, maker of the machine, demonstrated it to Muni officials. Autelca, with headquarters in Bern, Switzerland, is one of Europe's foremost suppliers of ticket vendomats. Above, Shepard explains the machine to Rod Bartholomew, (left) Deputy General Manager for Operations.

In The Driver's Seat

by Stan Hess

TAKING THE "PANIC" out of "coach out of service" — How many times has your leader broken down and you are faced with the problem of a double headway? Let's say your leader is broken down at the terminal and you are running on time. You have ten minutes of recovery time. Why not call Central to get authorization to split the headway?

It is time-consuming but at least Central knows what is going on when we do call in.

Better yet, I'm sure a lot of us operators would appreciate it if Central could announce on the radio for the follower(s) of a disabled coach to split the headway. I do know that once I signed a petition with other Kirkland drivers to request Central to announce on the radio anytime a coach is broken down and give authorization to following coaches to split the headway.

Hmmmm — what ever happened to that request?

What—Another Former Employee of MSR? Yes, Shop Mechanic Brouseal

George T. Brouseal, a senior electric shop mechanic who started work with Market Street Railway in 1942, tells us that:

"They were hiring part-time servicemen at the time."

"I also worked at 24th Street as a garageman. I relinquished my job, not knowing the city would ever take over. This was in 1943.

Brouseal later went from garageman to electric shop mechanic, to senior electric shop mechanic at Presidio; he's still there, planning to retire soon.

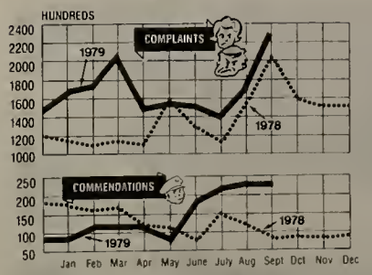
Orange Empire Rail Museum Offers 1980 Calendar of Interest

A calendar for true rail buffs and others is now available from the Orange Empire Railway Museum in Walnut, California for $2.25.

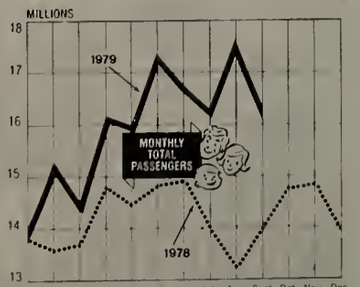
Known as the "California Southern Railroad Calendar", its size is 11 x 14 inches, with an open format, presenting each month a different black-and-white picture showing on 11 pages, "Steam in Action," and on two pages, "Electric Railroading from all over North America."

For a calendar send $2.25, to O.E.R.M., P.O. Box 221, Walnut, Ca. 91789. It will come to you post pald.

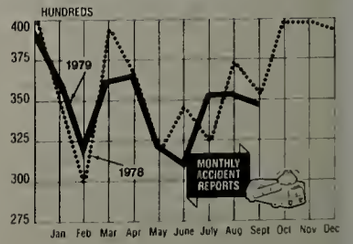
COMPLAINTS RISE, PASSENGER TOTAL DROPS IN SEPTEMBER



***COMPLAINTS** zoomed upward to 2277 for September, perhaps due to the Phase 1-A changes in routes called for by the Five Year Plan; the previous month, August, showed only 1734 complaints in comparison. **COMMENDATIONS** came to 233, three more than the previous month.*



***PASSENGER TOTAL** for September dropped back from August's record, perhaps due in part to the end of the tourist season. The September total was 16,327,859, back approximately to the level of the month of July.*



***ACCIDENTS** for September totaled 347, down from the previous month's 352. The year 1979 is shaping up as a good one, with most months showing fewer accidents than during 1978. Perhaps the intense emphasis on safety in the transit system is paying off.*

Joseph Lerma is Winner

(continued from page 1)

Francisco Municipal Railway, said in announcing the award.

Lerma has operated streetcars on the L-Taraval line for the past two years, prior to that he had runs on the J-Church and K-Ingleside lines, and for 25 years before that, drove motor coaches on the 14-Mission, both limited and freeway routes.

Now 53, Lerma was born in Mexicali, Mexico ("the home of the earthquake," he jokes, referring to the severe jolt in that city early in October). His father, a professional violinist, and mother took him out of the third grade there to move to Los Angeles, which presented more career opportunities. Later, when Lerma was 15, the family moved to San Francisco.

Joseph Lerma is shown with wife Joan and her mother, Mary McDonald, admiring Joe's certificate as Muni Operator of the Month.

Lerma attended Samuel Gompers trade school and, after completing training as an electrician, worked in that capacity in electrical service shops around San Francisco. From 1944 to '46, Lerma was a member of the Third Army in France and Germany, and crossed the Rhine with the army under General George Patton.

On returning home in 1950, he married Joan, and they are the proud parents of three daughters, Melissa, 19, who lives at home and attends City College; Valerie, 22, married and living in San Francisco's Marina District, and Linda, 28, a working wife who lives in Maryland.

Lerma has one sister, Pauline, who lives in Ventura, California.

It's not surprising that Lerma was named to the M-O-O-M honor, what with a tie pin from Muni denoting the fact that the National Safety Council had noticed his 22-year accident-free record.

Harold Brown Retires After Service to Muni in Operating and Accounting

Harold Brown, a long-time bus driver who has been "outside" supervisor of receivers at the Presidio Division for the past 4½ years, retired recently after 20 years of Muni service.

A native of Allentown, Pa., Brown drove buses there for 15½ years, and on his first vacation to the West, decided to come to San Francisco.

Since then he has driven vehicles on the 1, 3, 5, 21, 30 and 41 lines, and while driving on the 41, had a heart attack. He was hospitalized from March to July, 1962. Subsequently he was assigned to the money room in Presidio Division on special duty, later, to the position of receiver at Potrero, the same, later, at Cable Car, and recently, outside supervisor.

Now 62, Brown and his wife, whom he married 41 years ago, live in Burlingame. They have two sons, Jack, the older of the two, who recently retired from the U.S. Air Force after 21½ years service, and James, 38, a printer for the San Mateo Times.

Mayor and Senior Gripman Start Cable Up Once More

Mayor Dianne Feinstein is shown as she helped the California Street Cable Car line get started again on November 5 after a 42-day shutdown. In the picture, Mayor Feinstein and the Cable Car Division's senior gripman, Sam McDaniel, prepare to work the controls.

The Departments of Muni — VI

The Engineering Department

Department Provides Maintenance Engineering for all Muni

The Municipal Railway Engineering Division, commonly known as MRED, has an authorized staff of 24 individuals, although currently only eleven positions are funded and filled. Ed Pearson, Senior Civil Engineer, is in charge of the Division, which is composed of separate civil, electrical, mechanical and architectural branches.

The group's responsibility is to provide the ongoing maintenance engineering for all the railway's facilities, including trackways and structures.

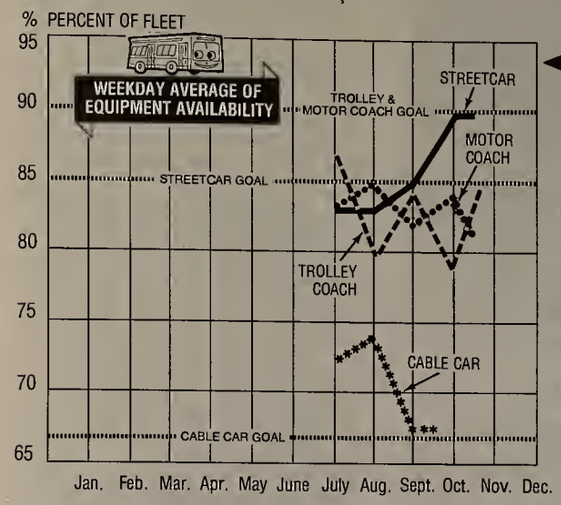
Currently, substantial efforts are pointed toward getting the necessary safety repairs to the cable car system completed so that the cable car lines can resume service.

In addition, the Division has been working to assist in various facets of the Muni Metro subway start-up program.

In the foreground are Ed Pearson, left, and Bob Chow. In the rear, left to right, are Richmond Peck, Ramon Taraya, Remmie Sandoval, Bing Hom, Salim Solomon, Gil Yim and Ron Lee. Other staff members not in the picture are Ted Hopkins and Vic Kiernan.

A New Feature of *Trolley Topics:* "Charting the Maintenance Picture . . ."

A letter from Curtis Green to Frank Baggetta, printed in last month's *Trolley Topics* giving Green's compliments to those responsible for an enviable equipment-available record, has suggested the chart below. Also significant in the decision to run the chart was correspondence suggesting this graphic presentation. Such a graph, letters said, would balance the operational subjects covered routinely by chart elsewhere in the newsletter. The graph will be displayed regularly, along with others designed to show Muni maintenance status on a sustaining basis.



Goals listed are those of December 1, 1979. Plainly, the streetcar goal has been reached and exceeded in recent months as noted in Green's letter emphasizing the 100% record of the Geneva Division. The motor coach and trolley coach goals are yet to be attained in these last few months of 1979.

Retirements (Errata)

The item on retirements in last month's issue of *Trolley Topics* carried a reference to John D. Murdock and Arwed Holmberg as having retired after 11 years and 6 years respectively. The correct term of service is 21 years for Murdock and 21½ years for Holmberg.

Owyang is Appointed Chief Photographer

Bill Owyang has been appointed Chief Photographer for the Public Utilities Commission; he was previously Associate Photographer. PUC photo laboratory and offices are in Muni's Presidio Division.

Vital New Phone System Being Installed For Subway/Surface Use

Wismer & Becker, a Sacramento contracting engineering firm, has been awarded a contract in excess of $375,000 to design and install an emergency telephone system for the San Francisco Municipal Railway.

Starting last September and lasting 180 days, the work is one of the final links in the Muni Metro System, which will begin service in 1980.

The communications system will include 60 wall mounted telephones housed in corrosion resistant cabinets, and an additional 15 telephones located in nine railway stations.

The telephones will be distributed along a six mile section of track. They will permit rapid communications in an emergency situation between the tunnel phones and the West Portal Control Center. The system is designed to provide redundant reliability by switching to alternate lines in the event of equipment or line failure. For routine communication the phones can be switched to the Muni Centrex Network.

TROLLEY TOPICS

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Richard Sklar, *General Manager of Public Utilities*

Curtis E. Green, *General Manager, Municipal Railway*

Ralph W. Bryant, *Editor*

Bill Owyang
Chief Photographer

Les Teal, *Associate Photographer*

Welcome to MUNI — New Permanent Employees — September

The following new permanent employees, not shown above, joined Muni during September: Harry K. Tom, Roy J. Delucchi, Edward R. Ristaino, Godfrey G. Lew, John G. Marks, Martin J. Mullins, and Gary S. Young.

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TROLLEY TOPICS

Vol. 5, No. 11 San Francisco Municipal Railway — *"The People's Road"* December 1979

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HI SANTA!

Jim Kaufman, a 2-CLEMENT line operator out of Kirkland Division, is shown playing Santa Claus to his passengers. "It's that time of year again," he says. "No use wearing the regular uniform when I can bring smiles to the faces of my passengers this way."

University Students Become Involved, Feel That Others Should Try to Do So Also, When Disruptions Occur

Two San Francisco State University students recently were subjects of much praise in the columns of the San Francisco Chronicle and Examiner for action they took to try to head off trouble aboard a 28-NINETEENTH AVENUE coach not long ago. The head line on one of the news articles was, "Two Good Samaritans Beaten on Muni Bus." The other was headed "Student Foils a Bus Attack — Again!"

The students are Marian Prime and George Gaboury, who were beaten when they tried to intervene on behalf of a middle-aged woman being pushed around by a young tough.

Here's the way George Gaboury tells it, "It was late in the day and we were approaching Stonestown. A drunk was speaking in a very profane way to a black lady. She talked back to him, they both got very angry, and I got between them. Meanwhile, the driver had stopped the bus and was walking toward the center of the commotion."

Gaboury says that it was lucky for everyone concerned that the bus was not crowded, making it easy for the driver to get through and maneuver the drunk out of the bus.

Marian Prime's role in the incident came about when she witnessed the youth, whose age she estimated at about 17, grab the woman passenger around the neck. To quote the Chronicle story, "I was about to get off the bus at Stonestown because a crowd of high school students had gotten on and were becoming rowdy. But while I was standing never the door I saw this guy grab this woman and yelled at him to quit it. He really got PO'd when I challenged him, and pushed me in the throat. The crowd was so heavy that when he pushed me, I bounced back toward him, and he hit me several times in the face."

(continued on page 2)

Luther Leonard Named October's Operator of Month at Woods Division Event

A holder of 18 safe driver awards and a number of commendations, Luther R. Leonard, was named "Muni Operator of the Month" for October.

The award was presented to him during a special ceremony in his honor at his "home" division, Woods.

Leonard, 40, started driving for Muni in 1961, after coming here from his home in Selma, Arkansas, on vacation. "Muni wanted drivers with experience, and I had experience," he says. "As a high school student, I drove a school bus and also drove a truck for my brother."

During his service with Muni, Leonard has driven motor coaches out of Woods Division on several different lines. His most recent assignment has been one run per day on the 17-PARKMERCED line, then, on the same day, the 13-ELLSWORTH community service run.

Only last month Trolley Topics carried a story about Leonard's outstanding service to his passengers on the 17-line. To quote the article, "Reliable, thoughtful, kind, considerate — these are the adjectives used to describe Luther Leonard. When advised of the steady stream of compliments, he said, 'Well, that's just the way I like to do it. I'm glad the people like my work.' "

The latest commendation for Leonard was from a passenger, Adele Passalacqua, who had collected 105 signatures of passengers for the commendation.

During high school, Leonard was a member of the basketball team, and a player when the team won "all-District." Before coming to San Francisco, he attended Agricultural, Mechanical and Normal College in Pine Bluff, Arkansas.

(continued on page 2)

Sinigiani is Appointed Manager of Station Ops, BART-Muni Contact Person

Richard Sinigiani was recently appointed Manager of Station Operations for Muni. As such he becomes the contact person for all BART-Muni station operation matters.

Sinigiani's supervisor in this subject is Don Cameron, Metro manager. Designation of a qualified individual in the position became imperative when it was decided that all would be in order for the start-up of Muni Metro, through the tunnel under Market Street, in early 1980.

Leonard is "M-O-O-M"

(from page 1)

Leonard has two brothers and two sisters, who live in various parts of the country. His wife, Jimmie, and he have been married 16 years, and have lived in San Francisco the entire time. Jimmie is a registered nurse in the critical care unit of French Hospital.

In their spare time, the couple enjoys fishing and visiting with friends and relatives.

Asked why he thought he had been chosen as Muni Operator of the Month, Leonard responded, "I think one reason is that I am always on schedule. People can depend on me to pick them up at the time expected. Also, if I see them running or walking fast to get on board I wait patiently for them. I feel that making life easy for my passengers is the same as making my own job easier. The two go hand in hand."

During the ceremony at Woods Division, Leonard received the M-O-O-M award; U.S. Savings Bonds from the Transport Workers Union, Local 250-A, and from LaGrone's Insurance Agency. He also received a letter from Mayor Dianne Feinstein and a check for $100 from Metro Transit Advertising company.

Jimmie Leonard, left, points out to hubby Luther, sitting in the bus driver's seat at his home division, Woods, that if it hadn't been for her he "might not have won the honor as Muni Operator of the Month." Few would deny that wives and husbands of Muni operators have plenty of influence when it comes to relating properly to their job and to the passengers they serve.

Mail Room Problems May Have Been Solved At Last, Keane Reports Hopefully

by Nancy Keane
PUC Asst. General Manager

A "new regime" has taken over the mail room.

Effective November 30, the Bureau of Administration took over the mail room from the Accounting Department, and brought in a new staff and supervisor.

The prompt delivery of mail is vital to the entire Muni operation. With the enthusiasm I see now, we'll have a mail service everyone can depend on within two weeks. Our goal is to get morning mail delivered by that afternoon and afternoon mail by the next morning.

Accordingly, Mark Zajac has taken the "Trolley by the Cables" and has adopted a new motto for the mail room. The photo depicts Mark Zajac on the left and Max "The Bear" Bedel on the right, placing the new motto over the mail room door. Max volunteered to coordinate the printing of the motto and a special thanks goes to Marty Larkin for the printing.

David A. Sparrow is the new supervisor and has stated, "I'd appreciate any constructive suggestions to improve service so that neither snow nor rain nor heat nor gloom of night will stop these carriers from the swift completion of their appointed rounds". David can be reached at Ext. 5564. Let's all help and Happy Holidays to all from Administration.

Two University Students

(from page 1)

Gaboury fell down, and was grabbed by the legs, dragged down the aisle, and kicked in the head. When it was all over, his face was red-blotched where the blows had landed.

The incident did not seem to be racially-motivated because both the attacker and his first victim were black.

Gaboury told Trolley Topics: "We expect too much of drivers. They need to know that they have the support of their passengers." Both he and Marian Prime were advised not to report the incident to newspapers, by the health center which took care of their wounds. "But we decided to do it anyway to encourage other passengers to help out — everybody can do *something*, and you don't have to be big and burly to help." He is currently working on a pamphlet he calls, "A primer for passengers."

In an earlier incident, about two months before, Gaboury helped a bus driver force a drunken passenger off the bus when he became abusive to a woman rider.

In The Driver's Seat

by Stan Hess

Good news for all of us!

As you have probably noticed, brand new bus sign poles are going up at major transfer points around the city. This effort is part of Muni's Transit Improvement Program headed by Rino Bei.

Although the bus sign poles are obvious, another part of the T.I.P. program is not so obvious to most of us — as of November 1, the new central control has been operating from #1 Lenox Way above West Portal Station.

Nine hundred bus sign poles will be installed, after which a second contract will be let to manufacture another 900. A third

(continued on page 3)

In the Driver's Seat

(from page 2)

contract is being prepared; the eventual goal, depending on financing, is to cover every bus stop in the city. The signs will indicate the lines that serve that bus stop, plus the frequency of service for days, nights and weekends, and in the Chinatown area, information will also be printed in Chinese.

The new communication system consists of three parts: the new central control, the new computerized Motorola radios, and silent alarms in our coaches (plus antennas to improve coverage between central and our coaches).

The new Central has a computer with all the Muni running times programmed. When a driver punches his run, line, and division numbers on his radio face, the computer records this information, and if a driver needs help, he merely pushes one of three buttons and his running time schedule flashes up on a screen for the central dispatcher to use as reference.

To protect the driver, all calls are taped to verify any transmitted messages.

Mabel Thurston, a recent graduate of the Muni training program for prospective operators, is shown at Potrero Division as she tried out one of the hundreds of new radios being installed throughout Muni (see November issue for a full story of the $2½-million radio installation program).

Larry Martin, Johnnie Stein and Stafford Williams have been training operators in using the new radios since October at Potrero Division. Forty to fifty coaches have already been outfitted with radios.

The radio units feature two buttons. The *request* button should be pushed for common occurrences like cutouts, traffic delays, bus malfunction etc. The *priority* button should be pushed when there is a serious accident, drunk and disorderly passenger on board, etc. Pushing this button will give your call priority over request calls.

An added feature of the new communication system is a silent alarm button.

P.U.C. Management Courses are Announced for the 1980 Spring Semester; 6 Listed

The Public Utilities Commission Training Office has announced several management courses during its spring semester. The PUC will co-sponsor the six courses in conjunction with the Downtown Community College of San Francisco, according to Michal F. Settles of the training office.

PUC employees interested in any of the courses should obtain approval from their supervisor and submit a written request to the training officer. Classes to be offered are:

Basics of Supervision
Management By Objectives
Delegations of Authority and Accountability
Report Writing
Job Instruction Training
Supervisory Practices

All questions should be directed to Settles on 558-4021, or by mail or distribution envelope, Room 203, 949 Presidio, San Francisco 94115.

Last Boeing Vertol Maintenance Class Shown At Muni Metro Graduation

Here's the last Light Rail Vehicle maintenance class to be graduated following instruction by the Boeing Vertol Company. Left to right, standing, are: Steve Labao, Norman Sims, Ed Scott, Ed Dunne, Bob Ewing (Boeing instructor), Gail Freeman (Muni's LRV maintenance manager), Rich Rogers (Muni's electrical transit equipment supervisor), Art Ramirez, Richard Dale, Bob Stanton, Bill Hulburt, Ed Freeman, and Gary Blevins. Kneeling are: Raleigh Wong, Felix Molina, Al Hadi, Ron Williamson, Shedrick Martin (LRV running repair supervisor), Phil Guterman, Jeff Sada, Ron Custer (Muni instructor), Harold Ellingsen and Thomas Hidayat.

Ruth Harris Tours Ten European Countries, and says "Muni Looks Good"

Ruth Harris of San Bruno, a senior clerk-stenographer for Muni in John O'Neill's office (Presidio Division), recently decided to learn what problems arise in other transportation systems abroad. She was determined to subject herself to a "hectic" (her word) tour of ten countries of Europe — England, Belgium, Holland, Germany, Switzerland, Austria, Lichtenstein, Monaco, Italy and France.

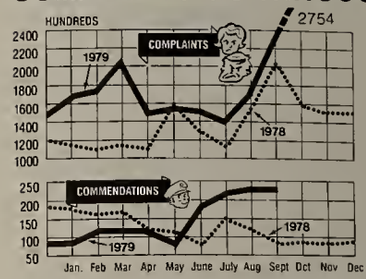
This was primarily a bus tour (3500 miles) with an excellent Dutch driver and a Swiss tour director, over the highways of Europe. The tour was accomplished mostly over the scenic roads of the continent, remarkable for the magnificent scenery of the countries Harris's bus traveled through.

"All the beauty of the Italian Dolomites, after you cross the Brenner Pass, is certainly an example of quiet glory," she says.

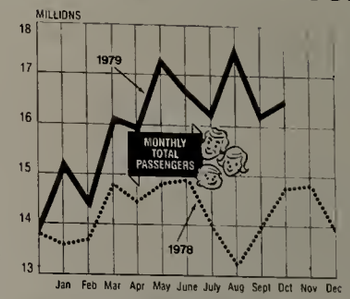
She took the entire tour alone, riding the cable car down the side of a mountain (in Switzerland, Mount Pilatus), riding the buses in Rome, riding the streetcars in Amsterdam, and riding on jet airplanes back and forth across the Atlantic — a true first-hand study of world transportation!

(continued on page 4)

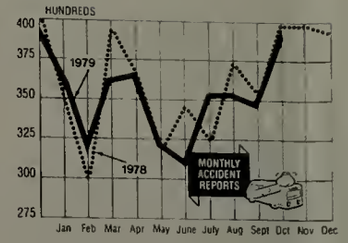
COMPLAINTS GO THROUGH "CEILING" DURING OCTOBER



COMPLAINTS continued to rise in number during October to an unprecedented figure, 2754, far above any month this year or last. Apparently phase 1-A Five Year Plan changes were the culprit, a reaction from the announcement of the changes just prior to September 1. COMMENDATIONS totaled 184, a slight drop from September's 233.



NUMBER OF PASSENGERS riding Muni in October rose only slightly above the previous month's 16.3 million, to a total of 16,408,861.



ALTHOUGH INDICATING A RISE FROM SEPTEMBER to an October figure of 390, the accident figure is still 12 fewer than the previous year, October, 1978.

Ruth Harris' Tour

(from page 3)

While in Rome she tried to "do as the Romans do," but instead got ten different sign language directions by ten different Italians. Although of half-Italian background, she does not know more than ten words of Italian (her late father, Albert Buriani, worked 41 years for the Market Street Railway and Muni).

The Amsterdam streetcar took her to the Reichmuseum, a place housing famous paintings, including Rembrandt's "Night Watch" and many of her favorites, Vermeers.

"When on my own," Harris says, "due to the greatness of God, but mostly to blind luck and perseverance, I never got lost once, never missed the daily tour trip (and many times we had to leave by 7:00 a.m. in spite of hell and high water.)"

True, the trans-oceanic flights were boring and tiring; she arrived back home safely, "mucho tired, slightly out of breath, and with jet lag!"

The trip was both wonderful and terrible — she broke her wristwatch in a swimming pool in Rome, because she was so anxious to get in the water — she forgot to take it off right away and it wasn't waterproofed. She certainly admitted to being mighty glad to be back home.

"Even Muni looks good now," Harris says, after almost an entire month away.

Motivational Seminar Announced By Training Office For Managers

A Motivational/Disciplinary Procedures Seminar, covering a Tuesday, Thursday or Friday afternoon, has been announced by the Public Utilities Commission Training Office.

The seminar is designed to equip any manager with the knowledge to detect and handle problems of extensive absenteeism or tardiness and the resulting problems. Federal, state and city regulations governing disciplinary action will also be discussed.

Who should attend? Managers (an excellent follow-up for the recent civil service performance evaluation training).

Where? The classroom at 901 Presidio Avenue.

When? Tuesday, Thursday or Friday afternoon between 1:30 and 4:30 p.m., on January 3, 4, 8, 10, 11, 15, 17 or 18.

SAFETY CORNER —

Safety and Health Record Keeping is Easy as Can Be

Injury/illness record keeping requirements under CAL/OSHA require a minimum amount of paperwork. These records provide management with a measure for evaluating the progress of safety and health activities in the Municipal Railway. Success would mean that we have moved to safety awareness by the reduced number of employee injuries or illnesses occurring during the calendar year.

There are five important steps required by the CAL/OSHA recordkeeping system.

1. Obtain a report on every injury or illness requiring medical treatment.
2. Record each injury or illness on the CAL/OSHA log and summary of occupational injuries and illness (CAL/OSHA form #200, according to the instructions provided).
3. Prepare a supplementary record of occupational injuries and illnesses on recorded cases on OSHA form #101 or workers compensation reports (form 5020, etc.) giving the same information.
4. Every year, prepare the summary CAL/OSHA form #200, post it no later than February 1, and keep it posted until March 1, where employees can see it.
5. Maintain these records in your files for at least five years.

Help us prove that we are safety-aware!

Former Barber Shop Owner is Sought by a Long-Time Friend on S.F. Peninsula

A friend of a Muni operator, who unfortunately doesn't remember his last name, has asked Trolley Topics for help in locating the operator in question. Here's a letter from J. Ferrell, who lives in Los Altos Hills, California:

"The acquaintance is a black American male whose first name is Curtis, and he once operated the Delux Barber Shop (in 1966) just off Third Avenue (Hunter's Point). He is medium complexioned, approximately six feet tall, with slightly large eyes.

"I have misplaced his phone number and would like very much to have him contact me at my office, (415) 948-8590, extension 380 between 9 and 4 p.m. Sorry that I do not recall the acquaintance's last name or the Muni line he serves. Thanks for any help you might give me in establishing the above contact."

The Payroll Department

Muni Personnel Depend on Department for On-Time and Accurate Pay

Back row, next to the wall, left to right, Arthur Hudson, Helen Borthne, Jeanne Galliani (supervisor), Margarita Iban, Robert Carter, and Clement Ng. In the front are Grace Dahca, John Tusch, Siddique Shaikh, Juan Lamorena, Juanita Pruitt, Roger Staples, Nick Magbilang, Esperanza Halili and Patsy Hampton.

Muni's Payroll Department, whose supervisor is Jeanne Galliani, is responsible for paying all Muni employees, whether they are platform personnel, crafts people, or "miscellaneous".

Galliani was transferred from the Water Department, where she had spent her entire 12-year career as a city employee, working in Water's payroll section on November 28. She and Margarita Iban were transferred from the Water Department primarily to help Muni get out from under a backlog of overtime pay which was due to many Muni people and which, Galliani states, "will take us several weeks to unravel."

(Editor's Note: the picture of Payroll Department employees, accompanying this story, does not include Rodolfo Lao and Sarah Whitfield, who were absent at the time the picture was taken.)

RETIREMENTS

Cecil Harvey, 33 years

Marvin Alperth, 32 years

Don Duane Ketcham, Sr., 23 years

Lonnie Ford, 22 years

Lee Robert Groff, 16 years

Gene Brandenburg, 15 years

John Nervis, 14 years

Kermit Thomas, Jr., 11 years

(Note: Some of the figures above may include service with City departments other than Muni.)

Nine Hundred Bus Stop Signs are Being Placed Throughout San Francisco

Maintaining the desired rate of 20 signs per day, workmen have been busily installing Muni bus stop signs for the past several weeks. the new signs identify stops at major transfer points.

About 900 of the distinctive signs, bearing Muni colors and logo, will be installed in all. The work is part of a program which the Public Utilities Commission hopes will eventually cover all 5000 Muni bus stops in the city.

How soon the installation is completed depends on additional available funding through grants from the Federal Aid to Urban Systems (FAU), according to Rino Bei, program manager for Muni's Transit Improvement Program.

Bids are now being taken, Bei said, for 900 more signs.

Baggetta Summarizes Availability of Vehicles and Goal-Attainment Aims

"December 1 was the day that we promised to achieve 90% vehicle availability," Frank Baggetta notes in his "Shop Bulletin" of the Vehicle Maintenance Department. "Al Yee and his group proudly surpassed their goal of PCC streetcars.

"The trolley coach fleet continues to hold their own, and current efforts promise imminent future improvements. The motor coach divisions appeared to be on their way to surpassing their goal, but a sudden setback slowed them down. However, they are driving hard to make it."

Baggetta is Muni's vehicle maintenance supervisor. In the bulletin, he continues to expand on his subject:

"It now appears that they will do it (surpass their goal), although a little past their commitment date. Through the efforts of many dedicated people, our equipment program is constantly improving.

"We are on our way to becoming the model transit agency for which we have been striving. If we maintain our enthusiasm and work closely together we can become the pacesetter of the industry."

CORRECTION — In the story on the front page of last month's Trolley Topics with the headline: "New Radio System Being Installed," the statement was made that the radios are being installed in 345 trolley coaches, 100 AMG coaches, *and 100 advanced design buses.* This statement should have read, *"and 25 advanced design buses."*

Muni Needs Several Volunteers for CAPS Project in Public Schools in 1980

As in past years, Muni is working with San Francisco public schools in the project known as CAPS ("Corporate Action in Public Schools"). A letter from Dr. Robert Alioto, Superintendent of Schools, to Curtis Green stated, "The tutorial assistance, the business skills and expertise which are contributed by Muni employees are resources which are difficult to duplicate."

Those interested who think they can qualify may be working in one of the following activities: tutoring; assisting in a particular area of expertise; helping limited and non-English speaking students with language skills; or sharing your career via classroom presentations or seminars.

You should call Walter Barnes through Central Control or Lorrie Liu at the Personnel Department, both at Presidio Division, if this is "your cup of tea."

Muni's Number One Fan (For Past 25 Years) Will Observe Birthday December 28

by Marty Attaway
Woods Division

For the past 25 years Miss Lois Jenkins has been the Number One Fan of the Municipal Railway. Miss Jenkins is affectionately known to the operators as "Annie." Her favorite pastime has been riding her favorite bus lines with her beloved Muni operators.

During her rides on the Muni, Annie has gotten to know a lot of the operators and their families. She has been very helpful to the rookies in showing them the routes and stops. She has even directed lost and/or confused passengers on proper routes, transfer points, etc. to reach their destination.

She has Favorite Lines

Her favorite lines were the 28-Nineteenth Avenue, 71-Noriega, 72-Sunset and her number one line, the 10-Monterey. She has made many friends among the passengers on these lines.

Some of her favorite operators have been contacted and made the following comments about her:

Stan Montoya, cap #1629, Woods Division, 66-Quintara line. "I have known Annie for the past twenty years. She has brightened my day when she boarded my bus."

"Marty" Attaway, cap #1753, Woods Division, extra board. "Annie is a dear friend of mine and my wife. She never fails to give me a daily call and inquire about my dogs. She is a great lady."

B.T. Cooper, cap #1473, Woods Division, 27-Noe line. "Annie has always been a happy sight for me when she came aboard. If all the passengers were like Annie, my job would be much easier."

Jesse Shoats, retired Woods operator. "Miss Annie is a wonderful lady. She has brought much joy to me, my fellow operators and the passengers when I was on the job."

J.D. Gardner, cap #1506, Woods Division, 81 line. "I have always considered myself lucky to have Annie as a friend and a passenger aboard my coach. She has helped to make my workday a little brighter."

Dave Longa, cap #3484, Woods Division, 25 line. "I first met Annie on the 10 line. I was a rookie at the time and she was very helpful in guiding me over the line."

R.P. "Pete" Lewis, cap #4086, Woods Division, 71-72 line. "I first met Annie about three years ago when I was a rookie on the 10 line. I wondered where she was going. She said she was just taking a ride and using her Sr. Citizen Fast Pass. I quickly learned that Annie was a fan and knew much more than I about the Muni Railway and my fellow drivers."

Many other operators had kind words to say about "Annie", but regretfully space does not permit room to print all of them.

"Annie's health has failed her in the past few years and she is not able to ride the buses too often now. She would appreciate a card or phone call from her friends. Her address is: Miss Lois Jenkins, 4450 Geary Blvd., San Francisco, Calif. 94118. Her phone number is: 752-2351. Her birthday is December 28. Let's all cheer her up with a phone call or a card.

MICHIGAN VISITORS' TRANSIT PANEL

A group of 40 SEMTA representatives visited Muni Metro Center and rode a Light Rail Vehicle on December 10 (spelled out, SEMTA means Southeastern Michigan Transportation Authority). Above, chaired by Rino Bei, Muni Transit Improvement Program manager, standing, are members of a Bay Area transit panel which answered questions posed by the Michiganders. Left to right, seated: Joe Browne, CALTRANS; Tom Matoff, Muni Director of Planning; Farrel Shell, Muni Metro LRV Program Director; Bob Glover of SPUR; George Duarte, Muni Deputy General Manager; Claire Pilcher, President, PUC; Dee Jacobs, UMTA; Lawrence Dahms, MTC; Howard Goode, BART and Harry Demoro, of S.F. Business Journal.

Class 98 Is Shown at Graduation December 7

Shown above are the graduates of Class 98 of the vehicle operator training program; graduation ceremonies were held at Potrero Division on December 7. Left to right the graduates are: (standing) Vernon Ferguson, Donald Barrow, Huey Taylor, and Clifton Chatman; (kneeling) Gary Glass, Roosevelt Williams and Dorothy Harris.

TROLLEY TOPICS

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Richard Sklar, *General Manager of Public Utilities*

Curtis E. Green, *General Manager, Municipal Railway*

Ralph W Bryant, *Editor*

Bill Owyang
Chief Photographer

Las Taal, *Associate Photographer*

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W.C. Hennigh of Potrero Division Wins Muni Honor For the Month of November

"My life has been devoted to driving buses, and I'm glad because it's what I like to do and I guess I do it pretty well." With these words William Charles Hennigh, of Potrero Division, accepted the news that he had been named "Muni Operator of the Month" for November.

Curtis Green, General Manager of the San Francisco Municipal Railway, announced the award, which was finalized at a special party in his honor at Potrero Division.

Hennigh, who for the past few years has driven on the 33-Ashbury line, started with Muni in 1958 after several years driving buses for the Kansas City, Mo., Public Service Company. He came to San Francisco on vacation at the behest of friends, liked it here, and decided to live and get a job here.

A native of Paola, Kan., he had gone to grade school there and through high school later in Kansas City. Then, like so many people of a certain age during World War II, he served in Europe for the armed forces for 18 months, coming home in 1946, after the war was over.

Not long after arriving in Kansas City to go to work bus-driving, Hennigh was married and eventually became the father of four daughters and three sons. His oldest boy is now 27 and youngest, 20; his daughters range from 29 years of age down to 16. His wife died four years ago.

His children now live in various cities and towns scattered throughout the Bay Area and its fringes (Napa, Vallejo, San Francisco and others).

For recreation Hennigh likes to swim and watch football. He delights in driving to Calistoga, famous for its swimming and hot baths and mud baths. "When you leave Calistoga you're *real* clean," he says.

As for driving trolley buses out of Potrero in San Francisco, Hennigh says, "There are two ways to do a job like this: either roll with the punches and take it easy, or 'fight your way across town.'" If you run into a troublesome passenger, one who is belligerent or has a chip on his shoulder, you should smile and talk calmly to him, he says. At least it seems to work with him.

Hennigh has a warm but business-like approach to his job. Witness the 23-year safe driver award he earned, effective on September 30 of last year.

Ray Cambra is New PUC Industrial Safety Officer; 32 Years Safety Experience

Raymond Cambra, with 32 years of experience in fire safety and industrial safety assignments, has been appointed the Public Utilities Commission's Industrial Safety Officer, with offices at Muni's Presidio Division.

Cambra's career has included, most recently, six years with the Arabian Gulf Exploration Company in Libya, where he assisted in the design and installation of

(continued on page 3)

John Mark Is Recipient of Commendation for 23 Year Record as a Safe Muni Driver

Operator John W. Mark, #1304, a driver of motor coaches out of Woods Division since 1975, has received a letter of commendation for his 23-year safe driving record.

Mark's service with Muni totals 30 years. He was at the Ocean Division until 1960, and then successively at Kirkland, Presidio and Potrero before joining Woods. He has been driving the 37-Corbett line since last August.

Born in Germany, Mark has lived in San Francisco since 1938. Now 56, he and his wife Patricia are the proud parents of twin sons, Dennis and Bryan, age 24.

Happy? You bet! Wouldn't you be happy too, if you had just won Muni's accolades as Operator of the Month? (Not to speak of the savings bonds and checks that "come with the territory"). William Hennigh, left, receives congratulations from Muni General Manager Curtis E. Green.

The Transit Improvement Program

by Lynn Pio

The Transit Improvement Program (TIP) was established as a separate unit within the Municipal Railway by the Public Utilities Commission in 1972 and given responsibility for the replacement of Muni's rolling stock and for design and construction of new Muni facilities. The funding for all the projects is provided by grants from the Urban Mass Transportation Administration.

The TIP staff is composed of experienced engineers, architects, and support personnel under the leadership of Rino Bei, Program Manager, who is a Principal Civil Engineer. While 70 positions have been authorized, only 45 are filled at the present time.

TIP is organized into six divisions, each of which operates under the direction of a separate supervisor: Administration (Bill Tong), Track (Merrill Cohn), Facilities (Jerry Cauthen), Communications and Electrical (Seiko Yakahi), Architectural (Jim Wallsten) and Construction (W.C. Deady).

Major projects which are essentially completed include: The John M. Woods Motor Coach Center, the Muni Metro Rail Center, rerailing of most of the streetcar trackway system, and the extension of the M-Line to Metro Center. In process are projects involving the installation of informational signs at transit stops throughout the City and installation of essential equipment such as the signal system, fare collection systems, public address system and communications cable for the new subway system.

Plans are being prepared for reconstruction of the Cable Car Barn and trackway system, for improvement of the Forest Hill Station, and for turnaround, storage, and emergency repair facilities underground beyond the Embarcadero Station.

Looking further into the future, it is anticipated that TIP staff may be moving ahead with such projects as an extension of the J-Line to Metro Center, a rail link between the Embarcadero Station and the Southern Pacific Depot, and possible extensions of cable car service as envisioned in the Muni's 5 Year Plan.

As a result of the recent PUC reorganization, TIP has been incorporated into the new Public Utilities Bureau of Engineering and Construction Management under Mr. Oral L. Moore, Deputy General Manager and Chief Engineer. However, it will remain as a functioning unit whose primary purpose will continue to be to facilitate the improvement of the Municipal Railway.

Here, in the usual left-to right order, are the people in the photograph. Front row: Samson Chan (standing), William Tong, June Horwege, Mabel Sha, Rino Bei (program manager), Rita Flaherty, Seiko Yakahi, and Walter Orloff. Second Row: Alfred Reid, David Suloff, James Wallsten, Lynn Pio, Merrill Cohn, Gerald Cauthen, Willett Deady and Robert Dotson. Third row: (beginning just behind Suloff): Artie Ella, Paul Chiu, Winchell Hayward, Alexander Hollett, William Neilson, Thomas Standing, Vernon Smith and Davis Gee. Fourth row: Scott Ricci, Ben Ide, John Snow, Maurice Valencia, Tommy Lee, Dennis Tsai, Rufino Coronel, Doody Babiera, and Francis Fabian. TIP personnel not available for the picture: Joseph Chan, Charles Kascal, Julian Moy, Tin Tam Yan and Ralph Raffaelli.

Harvey Katz Is Named As Coordinator of Our Elderly and Handicapped Programs

Harvey A. Katz has been appointed as Coordinator of Elderly and Handicapped Programs for Muni, Nancy Keane, PUC Assistant General Manager, Administration, announced. Katz has been Assistant Coordinator since early 1978.

For one year prior to coming to Mini, Katz was a land use planner for a group of Indian tribes in Northern California. Before that he worked for a transportation planning consulting company.

While at Cambridge, Mass. in 1973, Katz produced a videotape on transportation for the elderly and handicapped while he was working under a contract for the Department of Transportation. He felt that this was "the kind of a problem which could be properly addressed by means of a well-produced videotape."

He gained knowledge and expertise for such an activity while attending graduate school in city planning at Harvard from 1972 to '74.

A native of Auburn, Mass., Katz hopes to accomplish, in the E and H program, "more transportation for people who have problems in using public transit." The ideal, he says would be a far more complete solution to their problems — the use of door-to-door van service in addition to public transit.

Former Transit Inspector Is Appointed Coordinator of Training for the Muni

Thomas W. Piggee has been assigned as Training Coordinator, replacing Vic Belliveau, who is now a Senior Investigator in the Claims Department.

Piggee, a Muni employee for the past 13 years, was a transit inspector before his recent appointment to the Training Department. The father of five children, he holds the degrees of Associate in Arts in physical education and Bachelor of Arts in the same specialty. He partially fulfilled the requirements of the Master's Degree in physical education at San Francisco State University, and is a Master's candidate at the University of San Francisco in curriculum instruction.

Piggee is also a part-time instructor at the City College of San Francisco.

An interest in sports which apparently almost turned into a career for him took effect in 1965, when he was signed by the Dallas Cowboys football team but did not complete the season

WHAT IT TAKES TO BRING BACK THE CABLE CARS . . .

From the date of the total cable car shutdown, September 25, to the start-up of the California line was 42 days. During that time, a variety of crafts including switch repairmen, machinists, track workers, welders, laborers and painters, worked seven days a week and long, overtime hours in an effort to complete the necessary projects as quickly as possible.

In addition, certain portions of the construction were contracted out, needed equipment was rented from other agencies and temporary help hired to assist the regular Muni workers. Crews from the Department of Public Works also assisted and a total force of over 75 workmen were involved for much of the time.

Major projects completed include:

1. Extensive rail work such as adding guard rail, correcting rail gauge, rebuilding track switches, re-welding track cross-overs and replacing fastenings below surface.

2. All depression beams were removed, rebuilt and parts replaced as necessary. These are pulleys which ride *on top* of the *moving* cable and hold it down, for instance *at* the bottom of hills.

3. Holes and hollows were graded and repaved.

4. Over 200 underground pulleys and sheaves were replaced. These are basically wheels, of different diameters, which carry and guide the cable.

A short interruption in the Muni project schedule was caused by a major, underground sewer break on California Street at Front Street. DPW crews found it necessary to open an excavation nine feet deep and 175 feet long between the cable tracks in the Front-Davis Street area.

With the unexpected dividend of having the cable cars available during the day, machinists and mechanics were able to rebuild the two trucks on each California line car and check and rebuild the brake systems.

Lighting was improved and painters had the opportunity to touch up the appearance of the cars with new striping, detail ornamentation and brighter numbers.

(The other two cable car lines are still being rehabilitated and will be back in operation soon.)

Question of the Day — "Does Muni Play in Peoria?"

This is addressed to Bob and Jack Fritscher, brothers who work in different departments of Muni: "Hey, you guys — you may, if you insist, be proud of the fact that you're from Peoria, Illinois, but you shouldn't be proud that you aren't chummy with the editor of the Peoria Journal Star. If you were, and if you had given him the facts about cable cars, the following story might not have appeared in your home town paper (Trolley Topics has given the story the title: 'Does Muni play in Peoria?'):"

★

WE PAY FOR FRISCO CABLE CARS

Fans of San Francisco's cable cars will be happy to know that Uncle Sam has come to the rescue.

Secretary of Transportation Neil Goldschmidt says it is consistent with the government's mass transit program to spend $41 million to fix up the century-old cable cars.

Asked by reporters how the cable car system, primarily a tourist attraction, compares with modern rapid transit projects in the competition for federal money, Goldschmidt replied:

"It's important that people ride it. It's not a toy. If you're not driving a car, you're not using gas. If you're riding on a cable car, you're helping. So it's a good deal."

It's a good deal for San Francisco, but it's a bum deal for everybody else. We can see now what California politicians are doing to cope with the restraints of Proposition 13. They are simply getting money from Uncle Sam, which means us.

The lesson is clear: unless the limitations of Proposition 13 are extended around the country, we'll all be paying for business as usual in California.

There are those who say that the cable car system is, indeed, mass transit, because a lot of natives ride on the 40 cars that go up and down the steep hills of the central business district. But about 70 percent of the riders are tourists, and the primary concern of the city was the effect on tourism if the cable cars went out of business permanently.

Frisco's cable cars are delightful and quaint, and it is not hard to understand why the city would want to preserve them. Tourism, after all, is a legitimate municipal purpose. But let Frisco pay for it.

Secretary Goldschmidt, who has just taken over his new job in the bureaucracy, is a fast learner. If you call a tourist attraction mass transit, *presto!*, it becomes mass transit. He will go places.

★

Bob Fritscher is Senior Administrative Analyst in the office of Nancy Keane, PUC Assistant General Manager, and Jack is a technical writer for the LRV Task Force.

Ray Cambra *(from page 1)*

fire fighting equipment at six different locations, developed fire safety manuals for craft and operating personnel, and directed training programs for employees and company fire safety programs.

For two years (1973-74), he was safety engineer for the Government of Algeria in North Africa. While there he conducted surveys and inspections, designed safety systems, and developed training programs to implement those systems. From 1946 to '73 he was supervisor of fire, safety and security personnel for Tosco Corporation, a conglomerate which is made up of the former Phillips Petroleum, Getty Oil and Tidewater Oil Companies.

RESIDES IN CONCORD

Cambra holds a Bachelor of Arts degree in Industrial Management and Labor Relations from La Salle University in Chicago (1947) and Associate of Arts degree in business administration from Diablo Valley (Ca.) College (1962). He also did special course work in safety engineering at U.C. Berkeley in 1955 and '56.

The new safety chief lives with his wife Ailene in Concord; they have a son, David, 29, who works as a crane operator for Tosco Corporation, and a married daughter, Raelene, who lives in Clayton, Ca. with her husband and two daughters.

Asked his philosophy which he brings to the new challenge in his career, Cambra says he hopes to "promote and enhance a safety environment."

Eager? Yes! Smart? NO!

Willard Wuntrack is just your average Geneva Division streetcar driver, with one exception. He's obsessed with *promptness*. His watchword is, "Rather be dead than tardy!" In the picture he's up at the crack of dawn to make his N-line relief as the streetcar comes out of the west entrance to the Sunset Tunnel. How about Muni Metro? "I've already got space reserved for my sack under Market," he says. (Our thanks to Pierre Barral of Clinton Park Street in San Francisco for the picture.)

Baggetta is Winner, Barton Runnerup in Training Program

Frank Baggetta, left, Muni Transit Equipment Supervisor, recently won the top $1000 award in the SPUR Managerial Efficiency Award Competition (SPUR is the San Francisco Planning and Urban Research Association). A plaque accompanying the award reads, "to Frank L. Baggetta, for developing and utilizing managerial skills and techniques such that public services were delivered with efficiency and care and the prestige of San Francisco's public employees enhanced." The plaque was signed by the SPUR chairman of the board and president. Carl Barton, right, Muni's Superintendent of Transportation won a "Summa Cum Laude" special mention award in the competition.

San Francisco Chronicle

HERB CAEN

That's Me All Over

THE DAY got off to its best start aboard the Muni's J Church streetcar, piloted by the irrepressible Melvin Wilcox. Rising to survey his jampacked car, he scolded, "You all look so GRUMPY!" he thereupon sang "Sunrise, Sunset," from "Fiddler," and "I Left My Heart" you-knowhere. Result: a smiling, cheering streetcarload.

The subject of Herb Caen's comment in his column, above, is Melvin Wilcox of Geneva Division. You won't be too surprised to learn that Wilcox comes from a "singin' family". The oldest of seven children, he remembers with nostalgia gathering around the piano with his parents at their home in Idaho, all singing together.

"I still sing," he says, "but consider myself the renegade of the family – all the kids but me not only sing, but play instruments as well."

He sang soloes in church as a boy, and also in school, where a few songs he sang in a school program led to some radio experience over a Rupert, Ida., radio station, near his home town of Burley. His mother, Laura, was choir director and organist at their church, alternating at these duties with Wilcox's sister, who was also quite good at it.

Wilcox obviously loves to sing, having done so not only in church choirs in Idaho but also since coming to San Francisco. His singing has included Christmas songs to patients in hospital wards throughout the city.

For many years he lived in the Excelsior District in San Francisco, where his family attended a Latter Day Saints (Mormon) church in Daly City. His first marriage, although producing six children, ended in divorce, and he just last month married the former Jeannie Alves of Elk Grove, Ca. They live in Concord.

Wilcox has been with Muni for 18 years. "I sing for the passengers every once in a while," he says, "when the mood strikes me. For a while there I would pull out a harmonica and play, but after being frowned on a few times by Muni authorities, I decided to put the instrument away."

His first four years was with the Ocean (now Woods) Division, but the rest of the time at Geneva.

Schedule of Supervisory and Management Courses Listed by Training Office

The P.U.C. Training Office is conducting courses in the Downtown Community College Building at Fourth and Mission.

Here's the schedule of these courses:

Report Writing: Room 620, Community College; 8:30 to 11:30 a.m., instructor, Janice Bell. Begins Thursday, February 7 and continues on February 11, 21, 25 and March 6, 10, 17 and ending with the class of March 24.

Supervisory Practices: Room 620, Community College; 8:30 to 11:30 a.m., instructor, Elliott. Begins Wednesday, March 5 and continues every Wednesday, ending with the class of Wednesday, May 28.

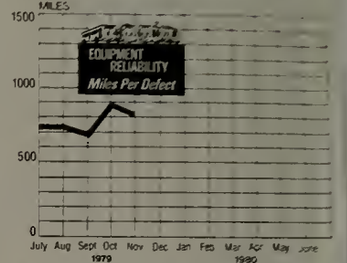
Management by Objectives: Room 321, Community College; 1:00 to 4:00 p.m.; instructors, Elliott and Hurley. Begins Tuesday, March 18 and continues every Tuesday, ending with the class of Tuesday, May 13.

Basics of Supervision: Room 620, Community College; 8:30 to 11:30 a.m.; instructor, Hurley. Begins Tuesday, March 18 and continues every Tuesday, ending with the class of Tuesday, June 17.

Job Instruction Training: Room 322, Community College; 10:00 a.m. to 12:00 noon; instructor, Dan Poole. Begins Wednesday, April 30 and continues every Wednesday, ending with the class of Wednesday, May 28.

If you are interested in any of these courses, call Michal F. Settles, PUC Training Officer, 558-4021.

MILES PER DEFECT



The Trolley Topics issue of November, 1979 carried an article and chart under the heading of "A New Feature . . . Charting the Maintenance Picture." The chart carried in that issue was entitled, "Weekday Average of Equipment Availability", and showed monthly averages of the percent of the fleet which was available for service in all equipment categories (streetcar, motor coach, trolley coach and cable car). Above, "Equipment Reliability, Miles Per Defect" is charted for most of the last half of 1979. Both of these charts will be run, as changes become available to show both aspects of the maintenance picture, on a continuing basis.

Compliments Continue To Pour In; Tom Simrock's Bus, Holiday — Decorated, Is a Hit

Remember back a couple of months ago when we told you about Tom Simrock, the Muni operator who for the second Christmas had received approval for a "Christmas coach." Well, since then Muni's Bureau of Public Service and Simrock together have received almost 30 letters and phone calls saying how much people like the idea. Two notes follow, the first from Simrock himself and then a letter, the letter Simrock prizes most from all those commendatory comments he received.

SIMROCK — "Again this year, as last, I would have to say that the 'Holiday Coach' was a success. The passenger reaction has been fantastic. The best reactions have been from the passengers who least expect anything out of the ordinary. I have even received Christmas cards from passengers I don't even know. One even asked for an autographed copy of the item which appeared in the Examiner. But by far and away the best card was the one which came with the following message:"

THE LETTER — "I just read in today's Examiner that you were the driver of the Muni bus I rode last night. I just want to thank you for your thoughtfulness and explain to you what this ride meant to me.

"Walking through the bus with all the lights and decorations, so beautiful and so open in its beauty, immediately softened the anger that had been building inside of me ever since leaving Macy's. I

(continued on page 5)

Station Agents Finish Training, And Prepare to Go to Work for Muni Metro System Under Market Street

Twenty-eight station agents, plus four supervisors, recently completed their training in preparation for the opening of Muni Metro in the Market Street Tunnel a little later this year. They will serve as Muni's chief representatives at four Muni-BART joint use stations under Market Street and five stations used exclusively by Muni, all within the new Metro system.

Charles Frye, Robert Mault, Benjamin Lynch and Dennis Nygaard are the supervisors for the group. A native of Chicago, Frye moved to San Francisco in 1971, where he spent 11½ years working for the Economic Opportunity Council. He became a temporary city employee in 1972 as a unit manager at San Francisco General Hospital. He later applied for and was accepted into station agent training.

Frye and his wife Adrienne have two sons and a daughter. His hobbies are photography and woodworking.

Bob Mault's previous experience was four years as a concert security agent for Bill Graham, rock concert promoter; while there he also acted as a security consultant for the University of California, the Old Waldorf, Boarding House, and Station KSAN. When he's not on duty as an agent or supervisor, Mault likes to throw a frisbee up in the air for his Belgian sheepdog, Molly, to catch in her teeth.

FRYE

LYNCH

Lynch served Muni as a shift supervisor in the Information Bureau for six years, then was acting chief of the Bureau for one year. Born in Brooklyn, N.Y., he moved to San Francisco as an infant, attended Lowell High school and City College. He is married to Sandy, and enjoys as hobbies short wave radio and two-way radio.

Nygaard was a sales manager in San Bruno for J.C. Penney before joining Muni, and before that was sales manager for Cost Plus in various Bay Area locations. He lives with his wife Diane in San Francisco and has been a Muni employee since last October.

Only Lynch was a permanent employee before undergoing the station agent training. The other three achieved that status upon completion of training.

MAULT

NYGAARD

Richard Sinigiani, announced last month as Manager of Station Operations for Muni. Dick is contact person for all BART-Muni station operation matters, and supervisor of station agents.

Tom Simrock's Bus

. . . from page 4

had become angry that evening when I learned I had been misinformed by a sales clerk and had waited and wasted 45 minutes unnecessarily on the wrong floor for a mere gift box. I was frustrated at people's inefficiency and apparent insensitivity to the needs of others and became wrapped up in my own needs. In anger, I ignored the fact that we are all human and we all make mistakes.

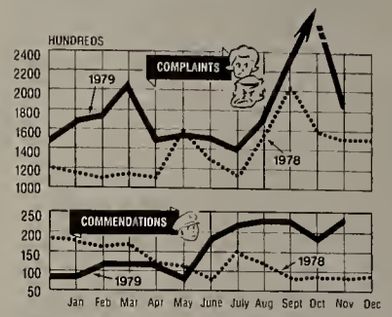
"Walking through your bus made me realize how meaningless some of our concerns are. The quiet beauty on the bus was there for *anyone* to see and receive. It was a gentle reminder of the real meaning of the holiday season. Thank you very much for the time, money and effort you spent on this gift to your passengers.

"May you and your loved ones have a wonderful Christmas." Signed, Sandy Samori, "a regular Muni rider."

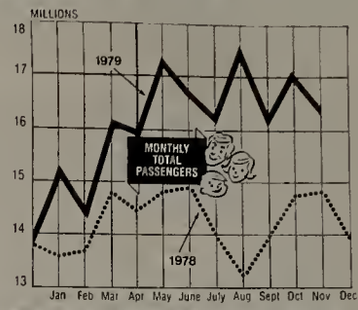
A NEW BREED OF CAT! — THE STATION AGENT . . .

Here are most of the station agents, recently graduated from training, who will serve Muni Metro — this is a "new breed" among Muni employees. Before Metro, station agents were not necessary to the proper functioning of the Railway; now they are. In the pictures, all are shown except for Freddy Alvarado, Michael Linehan, and Solomon A. Marin, whose pictures were not available.

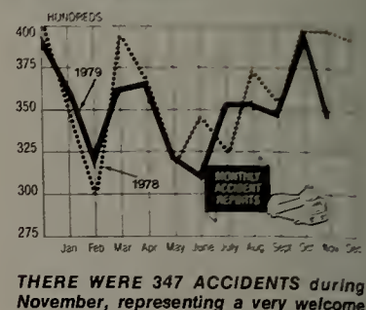
COMPLAINTS DROP TO A MORE REASONABLE LEVEL IN NOVEMBER



THE METEORIC RISE of complaints to the level of 2754 in October was apparently temporary (thank goodness!), with November registering a much more normal figure of 1855. There were 232 COMMENDATIONS during November, back up from the temporary drop to 184 the previous month.



MUNI'S PASSENGER TOTAL remained fairly steady during November, with the system carrying 16,355,003 passengers versus October's total of 16.4 million. This was a bit surprising (maintaining this level) because the California Street cable car line resumed service in the early part of November and should have made an impact on the passenger total, producing a noticeable increase.



THERE WERE 347 ACCIDENTS during November, representing a very welcome drop from the 390 accidents in October. In fact, November proved to be one of the better months for accidents in 1979. It was very late in December, however, when Raymond Cambra was assigned as PUC Industrial Safety Officer. Time will tell whether Cambra's actions in 1980 will cause the accident line in the chart to dip below the monthly recording of figures in 1978 and '79.

SAFETY CORNER

You Be the Judge — the Anatomy of an Accident

(Editor's Note: the following article is provided to Trolley Topics by R.S. McPherson, who drives Run 25 of the K streetcar line out of Geneva Division. He has been with Muni for the past 2½ years.

Before coming to Muni McPherson ran a warehouse for the San Francisco Chronicle. Five years ago he was talking with a friend who suggested that he apply to Muni for a job as an operator. He did so, but first bought a FAST PASS, started using it frequently, and began talking with operators on the 47-POTRERO line about the best way to apply for a Muni assignment.

"I've always been a Muni fan," McPherson says, "and when someone suggested that I work for Muni, it really intrigued me." Originally from Chicago, he lived in Los Angeles from 1960 to 1971, moving to San Francisco with his wife. The couple has since been divorced.

We are including as a preface to his article a note from McPherson.

"Dear Editor: As a platform operator for the Railway, I have observed many accidents and traffic mishaps on the streets of this city. As a professional driver, I know there are many elements of safety and precaution which can affect an accident situation. Seldom are the elements observable in a predictable 1-2-3 pattern and are consequently difficult to analyze in a single incident. Recently I watched an accident occur in the predictable manner. I have thought about it considerably since and decided to write the scenario down for others. Rather than proffer my own judgments in this matter, however, I decided to let the reader be the judge."

YOU BE THE JUDGE

"The Anatomy of an Accident"

It was a classic set-up. The double-parked auto in the crosswalk, refusing to move. A bus, unable to complete its right turn at the corner, honking. Blocked lanes. Obstructed views. Heavy traffic. Darkness. Rain.

Then it happened. He came from nowhere, sprinting. Behind the parked auto, in front of the bus, through the vehicle-crowded crosswalk and into oncoming traffic. The light was red.

"LIKE A GYMNAST"

They met head on. Flesh on metal, then glass, then up in an arc over the cab of the pickup like a gymnast. His body struck the ground before the vehicle ceased to move. The radio antenna from the truck lay crumpled beside him.

All movement stopped in the intersection. The only sounds came from wipers of halted vehicles splashing at different speeds. Headlight beams reflected falling rain. The traffic signal turned green.

The victim moved. He came to his senses slowly. Unable to rise from the ground, he rolled back and leaned on a wheel of the pickup which hit him. He moaned softly to himself as if embarrassed. The double-parked car pulled away down the street in silence.

CROWD GIVES WARM COAT

Others moved swiftly after that. A neighbor called the police. The bus driver radioed central control. A motorist checked the man out for injuries and shock. A warm coat came from the crowd and pillows were passed from a stalled van to make the victim comfortable. Umbrellas were held over his head to keep off the rain.

AMBULANCE WAILS AWAY

The rest was strictly routine. Information was exchanged. The ambulance wailed away with its new passenger. The bus completed its turn and resumed service. Police filled out tablets of forms. The pickup driver protested to no one in particular, "But it wasn't my fault! The light was GREEN!"

Was it her fault? Didn't she go through the intersection, not checking for pedestrians, not allowing for circumstances. What about the "victim"? Didn't he violate the traffic signal, common sense, and his own safety? How about the bus driver who created the visual obstruction? Or the double-parked motorist who started the tragic sequence of events?

ASK YOURSELF THESE QUESTIONS:

Was this anybody's fault? Nobody's fault? Everybody's fault? Do accidents just "happen" like this? Are they predictable? Preventable? Unavoidable?

You be the judge.

TROLLEY TOPICS

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Richard Sklar, *General Manager of Public Utilities*

Curtis E. Green, *General Manager, Municipal Railway*

Ralph W. Bryant, *Editor*

Bill Owyang
Chief Photographer

Les Taal, *Associate Photographer*

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MUNI

TROLLEY TOPICS

Vol. 6, No. 2 San Francisco Municipal Railway — "*The People's Road*" February 1980

Our New Spacious, Well Equipped Central Control Opens at West Portal

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Motorola technician Dan Freeman, in foreground, checks radio equipment at the West Portal Control Center while Don Melius and others in the rear of the room monitor radio transmissions.

Joseph Colbert, foreground, Don Melius (in white shirt) and Ervin Matthews are shown writing up their reports following communications with inspectors and vehicle operators.

Editor's Note: The old radio facility (Central Control) in Muni headquarters at Presidio Division served adequately for 33 years. It was relocated from a structure built by Muni's predecessor, the Market Street Railway, near the Ferry Building. Read on to learn about the "newest of the new" on the subject of Central Control and modern radio communications.

by Jim Leonard

There is more to Municipal Railway operations at the West Portal of the Twin Peaks Tunnel than meets the eye.

Buried underground between the tunnel roof and the playground on the surface is Muni's new computerized radio control headquarters.

The new facility is now in operation at its unique "mezzanine" site.

"It is the most important single improvement in Municipal Railway operations to come our way in years," said Dick Sklar, General Manager of Public Utilities.

"Communications efficiency, so vital in routine daily activities, has been increased a thousand times.

"Of obvious significance to Muni passengers and operators," Sklar said, "is the fact that the new radio system gives us an effective and powerful weapon for dealing with criminal elements preying upon them.

"In the past we have had to rely on an outdated system utilizing a single base (transmitting) station, providing unreliable coverage of a scant 90 percent of the City.

"Now the system is served by three modern strategically placed base stations which will give us virtually 100 percent City coverage. When the subway is in service six additional base stations will provide dependable coverage there and in the tunnels as well."

Muni's new fleet of 100 Metro cars is being delivered equipped with radios by Boeing Vertol Company of Philadelphia.

Under a $1.8 million contract, which has 80 percent Federal financing by the Urban Mass Transportation Administration, Motorola Communications and Electronics Company is furnishing 494 new 2-way radios for Muni vehicles.

The radios are being installed, beginning with electric trolley coaches, at the rate of four a day — with 105 coaches equipped thus far.

A $350,000 underground antenna has been installed throughout the Sunset and Twin Peaks Tunnels and the Market Street Subway to permit radio communication with vehicles beneath the surface.

The new radio headquarters contains 3,400 square feet, is air-conditioned, and although unpretentious in appearance, provides a comfortable and efficient work area for radio control personnel.

(See story, "Mimic Boards and CRT's," on page 4)

1-California Driver, James Porter, Is Named December Award Winner

"Very punctual — helpful and cooperative — at some inconvenience to himself, he'll make another trip for you if you get relieved." Comments such as these come from the lips of fellow workers at Presidio Division who know James Porter, Muni's Operator of the Month for December.

James N. Porter began driving for Muni in July, 1952. Born in San Francisco's Richmond District, he is 52 now and has never lived anywhere else. He attended successively Sutro Elementary School, Presidio Junior High, and Polytechnic High School. In 1946, he entered the U.S. Army at the age of 18.

Just prior to joining Muni, Porter worked for a bag company in San Francisco for about five years. Although assigned to Kirkland "a couple of times," he tells us his service has been "mostly Presidio." Recently he's been driving on the 1-California line.

He's married to Lorraine, who shares with him a love for travel, a feeling that has never been fully satisfied "and probably won't be for many years to come." They've gone on four cruises, with a fifth one coming up this May. On that cruise, he says, "I'll see a former Muni Man of the Month who has now retired, Lewis Longo of Largo, Florida. Longo will travel many miles in order to see us off when we sail from Miami."

The cruise will take the Porters to the

(continued on page 2)

James Porter (from page 1)

Virgin Islands, Haiti, Caracas, and Jamaica.

Wife Lorraine has been an employee of Pacific Gas and Electric Company for 32 years. As for Jim, he plans to retire in 1982.

Porter's mother and father, who had been a gardener at Golden Gate Park, originally came to San Francisco from Maine. Both are now deceased. His was a large family, with James, two sisters and four brothers.

Porter is proud of many commendations he has received, but one in particular is memorable, because most passengers don't expect to be picked up in the middle of the block. "This man, though, waved so hard I couldn't ignore him," Porter says, "and conditions and rules were right for me to stop to pick him up. I seldom if ever do that, but this time it resulted in a commendation letter."

Porter was honored during a special ceremony at Presidio Division. He not only received the accolades of his peers but also monetary rewards such as U.S. Savings Bonds from the Transport Workers Union, Local 250-A and from LaGrone's Insurance Agency, and a check for $100 from Transit America, an advertising company with the contract for advertising car cards on Muni vehicles. He was also presented with a laudatory letter from Mayor Dianne Feinstein.

Frank Lum Appointed to Communications Post, Will Monitor Radio Usage

Frank Lum has been appointed Communications Coordinator for Muni, in which he will set up radio training programs, inventory and assign radio equipment, assure that radios are properly maintained, and monitor calls at Central Control to insure that proper radio procedures are followed.

Although Lum was born in Portland, Ore., he came to San Francisco at an early age and has lived here ever since. He attended Spring Valley and Lafayette Grammar Schools, Presidio Junior High School, George Washington High School, College of Marin, and San Francisco State University. He was graduated from S.F. State with a bachelor's degree in Sociology.

Lum worked as a teaching assistant for the San Francisco School District from 1970 to '73. For the next few years he worked about two years in the admissions office of Chinese Hospital and two years more in the same position at St Francis Hospital, both in San Francisco

He joined Muni in December 1977, and for the following year drove buses on the 31-BALBOA line out of Kirkland, performed special duty as a dispatcher at Kirkland, and at the same time was secretary for the superintendent there. During 1979 Lum worked on the administrative staff of Rod Bartholomew, Deputy General Manager for Operations.

Lum has one brother, Nelson, who is a patrolman for the San Francisco Police Department.

THE HAPPY PORTERS . . .

Lorraine and Jim Porter

"Successful" 76-line Is Placed In Service For Wintertime Runs

Service on the 76-FORT CRONKHITE line, a Sundays-only motor coach line which proved to be extremely popular with many recreation-minded passengers last summer, was resumed on February 3.

Because it was so popular during the summer, it was decided to reinstate it for winter service too.

The 76-line coach provides service over the Golden Gate Bridge and through the Marin County headlands to Fort Cronkhite, leaving the Southern Pacific Depot at Fourth and Townsend in San Francisco hourly at half past the hour.

The route provides passengers with breathtaking views and helps them watch the seasons change.

Lifts for Handicapped are Demonstrated In Civic Center; Here's an Analysis of One Lift

CalTrans, the State of California Department of Transportation, recently had mechanical lifts placed on four buses, of four different San Francisco Bay Area transit agencies, and tested them in the San Francisco Civic Center. In the picture, a Lift-U-Lift, manufactured by Lift-U Inc. of Seattle, Wash., is shown being used to assist Jane Jackson of Oakland, in an electric wheel chair, into a Muni bus during the demonstration testing. George Martensen, an operator from Woods Division, is observing the operation of the mechanism.

The Lift-U-Lift is considered a "very well-designed lift," according to Harvey Katz, Coordinator of Elderly and Handicapped Programs. "It also seems to be the most popular of the lifts demonstrated for and by handicapped people," Katz added.

It has fewer moving parts, he went on; persons using it like the hand-rails available on the model, and it differs from the other available makes in that the lift in stowed position fits beneath the two top steps to form the bottom step of the entryway.

A Commendation for a Considerate and Helpful 17-EXPRESS Line Operator

"What do my passengers think of me?" The answer is very vital to the peace of mind, and in most cases, the careers of those who operate Muni vehicles. Bertrand T Cooper is one driver who now has the answer, a very happy and satisfying answer, to the question as it pertains to the way he does his job

Ms Helen Ellsworth, 150 Font Boulevard, apartment 7-E in San Francisco has telephoned to state that Mr Cooper has impressed his 17-EXPRESS line passengers with his driving skill, attention to safety, and the thoughtful manner in which he treats those who ride with him.

Ms Ellsworth states that she and her fellow passengers are extremely disappointed that Cooper has been assigned to another line, but want him to know that their good wishes go with him

NOTICE TO FUTURE STUDENTS OF PUC TRAINING COURSES

In the future all questions and requests for information regarding activities of the PUC Training Office, including courses announced by that office, should be directed to Nancy Keane, Assistant General Manager, Administration, PUC. The above information was given to Trolley Topics by Michal Settles, PUC Training Officer.

Supervisory Employees Accepted as "Local" by Transport Workers Union

SEAM/TWU 200 — that's the short version of the local organization, the Supervisory Employees Association of Muni as it was newly affiliated with the Transport Workers Union of America. In a letter from Roosevelt Watts, International Secretary-Treasurer of the TWU, to James Stewart, president of SEAM, Watts officially welcomed SEAM members into the national union as local 200.

In The Driver's Seat

STAN HESS

As we proceed into the 1980's, I wish everyone the best of health and prosperity in their jobs and private lives.

I have three suggestions for this new year, and I hope that drivers and management alike will look at them.

The first two deal with what we drivers can do for Muni. The first is making sure to fill out the yellow vehicle defect card, whether the bus is defective or not. Also, making sure to specify what is wrong if there is a defect. A case in point was apparent recently when a driver mentioned that the coaches at Kirkland were hard to start in the morning and that many batteries were to blame and needed replacing.

I did some checking and talked to a shopman and he told me that Muni now has new batteries in supply, so that if our drivers do have trouble starting coaches in the morning, we can write up the defect on our yellow vehicle defect card so that the vehicle maintenance department knows about it and can replace the old batteries with the new ones in supply.

By the way, if we all turn off our radios and dome lights and interlock when we enter the yard to bring a coach in, we could help the shopmen who are very busy parking coaches.

The second suggestion is that to make the installation of new bus sign poles truly effective, we drivers can help out Muni and our public by spotting any mislabeled signs at bus stops and calling Jim Wallsten at 558-2598. Jim is the architect for the Muni's Transit Improvement Program and will see to it that the signs are taped over or reprinted.

The third suggestion is an appeal to Muni management to create a new card for employee suggestions. The present procedure is to fill out a green miscellaneous sheet, which is also used for reporting difficulties on the bus that day. By creating a new and separate card strictly for suggestions, Muni management could supply us drivers a form that we would not associate with difficulties.

LET'S KEEP MOVING FORWARD!

Let's Say "Thanks" to The Nine Who Served As Santa In December

Trolley Topics would like to give belated recognition to nine operators, from various Muni divisions, who volunteered to dress up as Santa Claus, drive their vehicles in that outfit and beard, pass out candy to kids, and otherwise comport themselves as Santa might do if he were a Muni operator.

The volunteer Santa Clauses during the Christmas season just past are Antone Contrades, #1942 and Reno Tonegato, #2176, both from Potrero; Delaney Armistead, #3468 and Robert Ma-

(continued on page 4)

The Departments of Muni — IX

The Accounting Department

Left to right, front row: Douglas Hom, Felix Lahaderne, Larry Elliott (Chief Accountant), Azucena S. Leigh, and Frank Chapman. Second row: Danny Wong, Sylvia Young, Inez Logwood, Edna Faulks, Constancia Barrozo, and Eliezer Valle. Back row: Jan Budzinski, Nicetas Soriano, Rosalinda Coquia, Lita Mancenido, Perla Cruz, Stella Wong, Lulu Liou, Enrica Fadrigalan, Leonilo Mariveles, Michael Gerber, LingLing Wang, Darcy E. Coles and Brooke Kantor. The following Accounting Department employees are not in the picture: Manizeh Mansuri, Kazuko Goto, Walter Morgan, Desa Baticados, Ligaya Olmos, Carmen Richard, Cassandra Walker, James van Hook, Tin Sun Tong, Phyllis Sears, and Marlo Tiamson.

Like so many departments in Muni these days, the Accounting Department is undergoing a reorganization. Effective January 22, Leo Jed became the Assistant General Manager, in charge of the new Bureau of Financial Management. Up until that time Larry Elliott, Head Accountant for Muni, reported directly to General Manager Curtis E. Green.

With the consolidation of activities under Jed, Elliott points out, the modernization of accounting systems will be accelerated, but it represents an intensive effort because of all the work and study involved. "Nevertheless," he says, "the end result will be a more understandable reporting system for all managers."

One hundred forty positions are authorized in the present Accounting Department, 93 of which are filled. The organizational breakdown is as follows: (1) Grants: under Enrica Fadrigalan, four persons authorized, four working; (2) Funding Ledger: under Doug Hom, four authorized, four working; (3) General Ledger: under Azucena (Nini) Leigh, 12 authorized, 10 assigned; (4) Purchasing: under Felix Lahaderne, three authorized and three assigned; (5) Special Project Audits: Frank Chapman, three authorized and three assigned; (6) Revenue Center: under Soule Borello, 76 authorized but only 39 assigned, and (7) Payroll: under Jeanne Galliani, 25 authorized and 19 working.

Because of the enormous amount of work involved with grants (thirty to forty million dollars in grants are spent each year), Darcy Coles has been appointed as Deputy Grants Manager for the PUC under Leo Jed. He will handle grant procurement and administration.

***Nine Santa Clauses** (from page 3)*

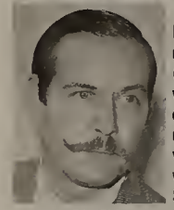
han, #1518, both from Presidio; Louis Tercero, #3714 and Alfred Haynes, #2950 from Woods; Lathay McFadden, #1865 and James Kaufman, #2418 from Kirkland, and Melvin Wilcox, #1783 from Geneva.

Many years ago, it was necessary to ask for volunteers to get enough Santa Clauses to fill Muni's needs each December. Recently, however, operators have called in early for the chance to perform this enjoyable change of pace.

Mimic Boards and CRT's; Headway Recorders and Panel Displays Enhance Muni Control

by Ed Riley, Chief, Central Control

Central Control at West Portal operates five consoles, each with the capability of communicating with motor coaches, trolley coaches, Light Rail Vehicles, management and shop personnel, using one of three low band channels or one of the six UHF channels.



RILEY

The consoles also have a Data-Communications CRT (cathode ray tube) with keyboard which controls radio transmissions to and from vehicles equipped with the UHF radio. Soon, about April, Central Control dispatchers will have available other equipment, a "Mimic Board," for them to monitor subway operations; among other things this board will indicate the location of a train and show whether the overhead power is on or off on that train's controls.

The Mimic Board will also show what mode the subway fans are in and will allow dispatchers to operate any fan in the subway system. It will also give additional vital data that the dispatcher can use to help control operations in the subway.

In addition to the Mimic Board, the dispatcher will also use a Central Processing Unit (this also delayed until April), with a CRT (similar to a television set) and keyboard for destination sign and route control. Dispatchers will have a panel display which provides visual indication of alarm information which is generated within the fare collection system.

Dispatchers also monitor headway recorders which show trolley coach and streetcar travel, and distance between each vehicle at various locations throughout the city. They handle routine and emergency calls by sending appropriate personnel or contacting outside emergency agencies to cover the various incidents, and then recording the necessary information on a daily log.

Central Control dispatchers also use a paging system to contact select personnel who may not have radio contact with control. Obviously, dispatchers must make quick, effective and correct decisions at all times.

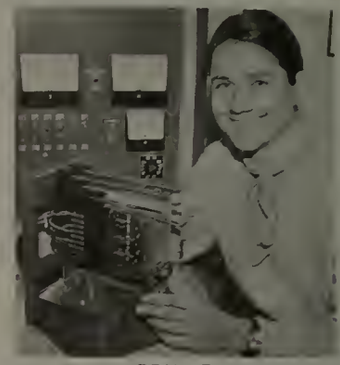
Women Take Their Place in Technical Jobs, Demonstrating Electronic and Welding Skills

News is where you find it, and this newsy (we hope) newsletter has found that women are making news in Muni — they've been doing work that in "the old days" only men were expected to do.

A member of a brand new electronic shop, under Gail Freeman, in charge of LRV maintenance, lists among its specialists one Patty De Vliet, a class 7318 Electronic Maintenance Technician. She and her fellow workers are handling the electronic work on all Light Rail Vehicles, very important in making sure Muni Metro is a success.

A native of the East Coast, De Vliet's last 12 years have been spent in California. She attended Stanford University, where she received a mathematics degree in computer sciences; she also studied electronics at City College of San Francisco. After college, De Vliet worked for two years in the programming of a frequency analysis system for the Time Data Corporation in Palo Alto.

Just before coming to work for Muni recently, at the shop supervised by Paul Brigaerts, De Vliet worked on a special purpose speech tape project for the Variable Speech Corporation in San Francisco.



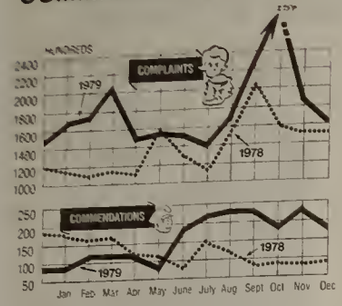
DE VLIET

TOASTMASTERS CHARTER DAY

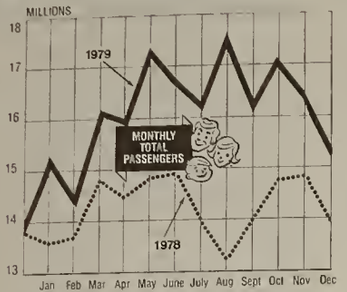
Charter Day for the Muni Toastmasters Club will be Thursday, March 27, according to Eugene Womack, acting president. The meeting will be at Muni Metro Center at 11:45 a.m., with many Toastmasters District officers in attendance. Anyone may attend who is interested in Toastmasters activities.

Barbara Zilber is a welder for Ways and Structures, the first woman welder in the history of Muni. Never since the days of "Rosie the Riveter" during World War II have so many women been doing what formerly was considered to be "man's work." Barbara is seen twice in this picture, first holding her hood under her arm and her torch in her right hand. On the right she is shown at work.

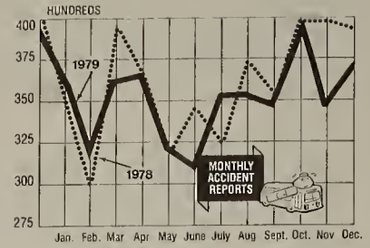
COMMENDATIONS AND COMPLAINTS BOTH DROP IN DECEMBER



AFTER A WILD GYRATION earlier in the year, the number of complaints seems to have "steadied out" as 1979 drew to a close. In December the number was 1604, compared with 1855 in November and (whoops!) 2754 in October. COMMENDATIONS apparently dropped back too in December, with the number at 193.



DECEMBER PASSENGER TOTAL was 15,256,811, compared with the previous month's 16.4 million . . . it will be interesting to observe in coming months how the recent opening of Muni Metro will affect passenger totals. During February it was apparent that so far at least Metro was very popular with passengers. At this writing the trial period was past and the N-line had been opened for regular service.



ACCIDENTS SOARED to 371 in December, which meant that the month had been heavy on accidents, an unfortunate circumstance indeed. At the close of the year, various efforts were being made to obtain the causes of the rise and take steps to make sure that 1980 would be a safer year. A glance at the chart will inform the reader that, month by month, 1979 had pretty well paralleled 1978 in the number of accidents. Perhaps in 1980 we can look forward to a reduction.

City Attorney's Office Cites Charles Burleson For Investigative Skill

Charles Burleson, Claims Investigator for Muni's Claims Department, was commended recently, both by the Deputy City Attorney and Muni's General Manager, for outstanding performance in the investigation of a fatal Muni bus accident in mid-December.

Jerome A. DeFilippo, Deputy City Attorney, wrote to Curtis Green, "I want to take this opportunity to commend the outstanding and professional job done by your investigator Charles Burleson" in preparing the report concerning the accident. DeFilippo's letter continues: "Mr. Burleson's quick response to the accident scene, his immediate interview of potential witnesses in securing statements, as well as the taking of photographs are most helpful in the preparation for the upcoming litigation. . . . Late in the afternoon of December 17, Mr. Burleson was able to locate the one passenger who was on the Muni coach at the time of the accident.

"I find it highly commendable that Mr. Burleson after the normal working hours went to the home of this passenger, interviewed her and secured a statement . . . It is my opinion that because of the assistance and direction of the investigation which Mr. Burleson gave to the Police Inspector, a recommendation to the District Attorney's Office not to prosecute the bus driver for any vehicle code violations was made."

DeFilippo goes on to say that no criminal charges would be made against the driver.

Here's an excerpt from Curtis Green's letter: "Because of your assistance to the hit and run detail of the Police Department, it appears that the Muni driver will not be prosecuted for any Vehicle Code violations. Please accept my thanks for your outstanding and professional assistance in this matter."

Jed and Branston Are Approved For Key PUC Jobs, Responsibilities

Two key Public Utilities Commission management appointments have been announced by Dick Sklar, Utilities General Manager. They are:

Leo Jed — Assistant General Manager, in charge of the new Bureau of Financial Management.

Ann Branston — Manager of the new Bureau of Performance Monitoring.

JED

BRANSTON

Jed came to City government in October, 1976, as Financial Manager of the $1.9 billion sewage construction program, and after a year and a half (in June, 1978) became Deputy Director of Finance and Administration for the gchief Administrative Officer's Office of Projects. In October, 1978, he became Director of the City's solid waste management program.

Branston was until recently Assistant Director of the International City Management Association's Management Development Center in Washington, D.C.

Sklar explained that her "progressively more responsible" positions in city and state government performance management functions qualified her for the job of developing program and performance improvements in the Utilities organization.

A native of Muskegon, Michigan, Branston obtained her Bachelor of Arts degree from Lawrence University, Appleton, Wisconsin, in 1969. She won her Master of Public Policy degree at the University of Michigan in 1971.

Jed, an elected member of the San Francisco Charter Revision Commission, obtained a Bachelor of Science degree in engineering sciences at State University of New York in 1969 and a Master of Public Policy degree at the same school in 1972.

He has worked in various financial development and management positions for the governments of New York City, Seattle, Flint (Mich.), State of West Virginia, State of Maryland, and the U.S. Environmental Protection Agency.

Michael Cohen Quits City Job to Re-Enter Private Practice of Law

Michael Cohen, Deputy City Attorney, who for the past four years has represented Muni in passenger and collision claims cases, left city employ on January 31 for private practice.

SAFETY CORNER

"Will Power for Mind Power"

by Ray Cambra, PUC
Industrial Safety Officer

"Will Power for Mind Power"

Do you know the mentalist who uses his power of concentration to find hidden objects — even his own paychecks?

Some people call him mind-reader, but the man who calls himself Kreskin says that his astounding feats on the Mike Douglas or Johnny Carson TV shows are no such thing. Kreskin says that he uses the power of suggestion, some good guesswork, and intense concentration to perform his amazing examples of extrasensory perception.

Kreskin can often — not always — determine a stranger's social security number from across the room in a darkened auditorium, simply by asking the person to concentrate on the number.

He Doesn't Miss Often

Kreskin usually asks the sponsoring organization to hide his paycheck for his fee somewhere in the auditorium. If he can't find it by asking the person who hid it to concentrate on its location, Kreskin works without pay for that show. He doesn't miss very often.

How does he do it? Kreskin uses the power of suggestion with his audience so that they help him make his mental exercises work. "The mind," he says, "is easier to train than your arms or legs." He says that if we all sensitized our minds and developed the natural powers that are there, we could also avoid many injuries.

Any one of us can use our mind-power to help us work safely. We already know how to prevent injuries. Accidents and injuries happen, most often, when we become careless or distracted on the job.

Reminders to Work Safely

When you concentrate on safety — every safety message, every poster, each piece of safety equipment, safety meetings, and close working relationships with others on the job will help remind you to work safely. When you concentrate on safety — you won't have to worry about losing your paycheck because of an injury.

Know that if you train yourself, before you start, to "see" in your mind the results you want from each job — you can make it happen that way. There is no magic formula involved in working safely. It is a matter of common sense and good concentration.

Obey the Rules

As we begin this New Year — stay alert — use your mental ability to learn and know all the safety procedures for your job. Your mind will then use this information to help you perform every job the safe way. Obey the safety rules established for your job and concentrate on safety. Daydreaming could put you "off the stage" and out of the spotlight for a long time. Concentration on safety will put you in command of your job and your life — now and in the future.

LET'S KEEP SAFETY IN MIND IN '80

AC Transit Has New Transfer-Issuing Set-Up; Santa Clara Sets Record

News from AC Transit in the East Bay tells us that "riders had a new experience in January when they transferred from one bus line to another — electronic transfer-issuing machines."

In Santa Clara County, the transportation agency announced that 1979 proved to be "another record year in ridership growth." Transit District Board Chairman Dominic Cortese said that 18.5 million riders boarded County Transit buses.

TROLLEY TOPICS

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Richard Sklar, *General Manager of Public Utilities*

Curtis E. Green, *General Manager, Municipal Railway*

Ralph W. Bryent, *Editor*

Bill Owyang
Chief Photographer

Les Teal, *Associate Photographer*

Welcome to MUNI — New Permanent Employees — December

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TROLLEY TOPICS

Vol. 6, No. 3 San Francisco Municipal Railway — *"The People's Road"* March 1980

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Passengers Love "Metro"; L.R.V.'s Great Success; First Major Rail Change Since The "Iron Monster"

Blurry figures make for the trains as rush hour passengers hope for seats in the Light Rail Vehicle running through Market Street Subway. It all began last month as Muni Metro started operation. Passengers say it was worth the wait — the system is so popular that passenger loads have been running above predictions.

Prior to the opening of Muni Metro in February, Dick Sinigiani, left, Manager of Station Operations, demonstrated to station agents and administrative personnel the operation of the fare gates at Muni/BART and Muni-only stations. Here are some of those who learned about the equipment at the demonstration, held at the Van Ness Station (beginning Sinigiani's left): Bob Mault, Dennis Nygaard, Bob Nakano, Ben Lynch and Charles Frye. Mault, Nygaard, Lynch and Frye are the four supervisors for the station agent system, and Nakano, formerly of the Training Department, is now at the new West Portal Central Control. John Virgil, Presidio Division Superintendent, looks on behind Nakano.

Metro Starts With N-Line Operation; K-Ingleside Next

Monday, February 18, 1980, was a significant day in the history of public transit in San Francisco.

On that day the Municipal Railway's Muni Metro operation went into revenue service with the N-JUDAH streetcar line.

The new system heralds the first major change in streetcar transportation in San Francisco since the first, two-man "iron monsters" took to the cobblestone streets in 1912.

K-Ingleside Next

It is anticipated that the K-INGLESIDE will be the next streetcar line to be put in light-rail-vehicle (LRV) operation with the remaining J-CHURCH, L-TARAVAL and M-OCEANVIEW lines phased into service during the next 12 months.

Hours of operation for the "N" line are 5:00 a.m. to 10:00 p.m. on weekdays. To allow for the continuing testing and training programs still under way, "N" line motor coaches provide their current surface service after 10:00 p.m. and throughout the night. Regular streetcars are used on their normal surface routes on Saturdays and Sundays.

A total of 21 LRV's are being used on the "N" line, providing a three-minute headway during the morning and afternoon peak periods.

Running Time About 30 Minutes

Running time, during the peaks, between the Embarcadero Station and the outer terminal on 48th Avenue is approximately 30 minutes as compared with the 50-minute trip now experienced by passengers on the surface-only operation.

The inaugural "N" line revenue service was preceded by a training-demonstration preview using cars shuttling between the Embarcadero and Van Ness Stations, 10:00 a.m. to 3:00 p.m., Monday through Friday.

Approximately 75,000 current and future Muni patrons took advantage of the free, orientation rides with the heaviest passenger volume taking place during the period between noon and 2:00 p.m.

The N-JUDAH line is one of the busiest

(continued on page 2)

WELL DONE!

The purpose of this new column is to give proper recognition to the platform personnel (both men and women) of Muni who have received two or more commendations.

Nothing would give us more pleasure than to print the names of all those receiving even one commendation, but space will not permit.

Here goes for those who received two or more commendations for the month of January:

KIRKLAND

Bernetta Adolph (5), Jerold Barley (4), James Kaufman (2), William Malone (2), Willie Mason (2), Jose Meza (2), Oliver Shumate (3), Thomas Simrock (3), Benjamin Smith (3).

POTRERO

Franklin Devore (3), Victor Shakir (2), William Valentine (3).

PRESIDIO

Bradley Borel (2), Clyde Gillies (2), Peter Groubert (2).

CABLE CAR

Pete Pavlukevich (2).

GENEVA

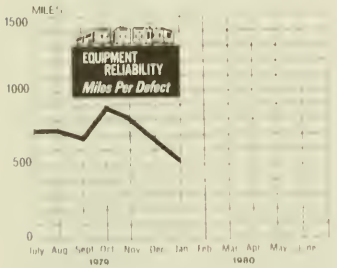
Arnetta Brooks (2), Michael Davis (4), Edward Harrell (11), Melvin Ogden (4), Melvin Wilcox (5).

WOODS

Deeman Alford (3), Bertrand Cooper (2).

[And here's a commendation for everyone: "We are both in our seventies, and we have just recently established residency here in San Francisco after being away 20 years. We are extremely pleased and impressed with the terrific public transportation system here. It's a great service for the people." Elizabeth and John Pierce, 1029 Geary St., Apt. 25, San Francisco.]

MILES PER DEFECT



The "bottom line" on equipment reliability came out to 514 miles per defect in January. The breakdown for the different types of vehicles was as follows: Motor coaches: 1,242,020 miles, 2,367 defects (reliability factor: 524.72). Trolley coaches: 573,652 miles, 873 defects (reliability factor: 657.10). Streetcars: 254,987 miles, 404 defects (reliability factor: 631.15). And cable cars: 9,916 miles, 39 defects (reliability factor: 254.25).

Women Play Important Role in Muni's Transit Service to Passengers

(Editor's Note: the following article, which will be carried in two parts, was written by D.D. Wolohan and appeared in the Phoenix, newspaper of San Francisco State University.)

PART I

One is a former Greyhound bus driver. Another used to drive trucks in Los Angeles and worked for the Navy. Another worked for the city welfare director in Los Angeles and drove diesel rigs. The last worked for the Environmental Protection Agency in financial management. This is the story of four Municipal Railway employees. Three are operators; one is an inspector. They're all women.

Female platform operators, as they're officially called, are nothing new to Muni. During the war years of the '40s a dozen women drove the lines. In the '50s there were about 30, but when they retired or quit they were not replaced by other women. Within the last ten years their numbers have increased again.

Of the Muni's 1,862 operators, 60 are women. They are in the streetcar, trolley and motor coach divisions. None work the cable car line. (None have requested this.)

Julia Sheppard has been driving the diesel coaches for 28 years. She awakes at 4:30 a.m., has some tea and fixes her husband breakfast before leaving for her 5:58 run on the 15 line along 3rd Street. A full load of commuters journeyed downtown during rush hour. A full load of City College students returned.

No Hassling by the Men

Her 5-year-old grandson accompanied her this day and perked up as the bus approached the Kirkland yard at the Wharf. His father, her son, works out of this division. He's been a Muni driver for three years.

Resentment or bad times from other drivers because she is a woman couldn't be farther from the truth.

"They're the greatest bunch I've ever known. In fact they're probably the reason . . ." she's interrupted as another driver gets on her bus, very happy to see her. "Hello, Julia! How's it going?" he asks. They talk and laugh.

Although she has no horror stories to tell, things have changed over the years. "You have to be very very careful in the way you deal with people. I've had no real trouble. . . mostly (from) young teenagers. I stand up as tall as I can.

"I didn't used to get any flak. Then you told them to put out a cigarette. Now you ask them."

"Thank you lovely lady. See you tomorrow," a regular passenger said as he got off the bus. "See you babe," Sheppard replied.

Working the extra board (filling in for drivers on vacation or sick) her first seven years she'd be up at 4 a.m. working days, then switch and work nights. She preferred the day shift because of her children.

Julia Sheppard is retiring this spring after driving for Muni for almost 29 years. When she joined Muni there were only a handful of women operators and later, for approximately a five-year period, she was one of only two women drivers. Now there are 60.

Sheppard, 55, has always driven the motor coaches. She's never tried a street car.

"They wouldn't let me work the owl," she said of the all-night buses. "The latest I work is 11:30 p.m. A lot of women work the owl now. In this day and age I wouldn't want to. There aren't radios on a lot of buses," she complained.

[*See Part II in next issue*]

Metro Starts With N-line

(Continued from page 1)

in the entire Muni network of 80 routes, with more than 25,000 daily boardings.

Muni Metro is the all-inclusive name for the subway-surface operation utilizing the Muni level subway under Market Street with cars eventually surfacing to serve the outer, neighborhood terminals.

"N" line cars run, inbound, making regular stops on the surface from Ocean Beach along Judah, Ninth Avenue, Irving and Carl Streets to the Sunset Tunnel then along Duboce Avenue and under Market Street in the subway.

While in the subway the cars stop only at the underground stations, Van Ness, Civic Center, Powell, Montgomery and Embarcadero. On the surface, "N" line cars make all the familiar loading stops. Passengers are advised to board, ride and exit "N" line LRV's, on the street, in the usual way at the usual places.

Automatic fare collection equipment has been installed in the Muni subway and is in operation. It utilizes automatic entrance turnstiles accepting 50 cents in coin in any combination and current and future Fast and Senior Passes.

Michal Settles Will Represent Muni at a British Training Program

Michal Settles, Training Officer for the Public Utilities Commission, has been selected as one of four nominees from various transportation agencies in the United States to attend a spring training program at the British Transport Staff College on its campus 25 miles from London.

Last December, the Urban Mass Transportation Administration, a federal agency, announced that 12 transportation properties, including Muni, were each being asked to provide four names of employees considered eligible to attend the training program, a total of 48 in all. Of these 48 only four were chosen to make the trip. Dates of the training program are April 13 through May 10.

During two of the four weekends covered by the program, the group will make field trips to visit transportation agencies of other countries, in two of the following: Sweden, Belgium, the Netherlands, and West Germany. The students will have their other two weekends free for sightseeing on their own.

Settles has also accepted membership on an advisory council which will study the feasibility of establishing a similar training program open to representatives of transit agencies from the entire United States. Since such a program must be underwritten at least partially by an outside corporation or institution, Settles and others are looking into the possibility that the University of California might take on the program as a sponsor.

Saadat Ahmad Is Selected Muni Operator of Month for January

"Saadat Ahmad is a good conductor, a great human being, and one of the better photographers in San Francisco. He seems to be one of the growing legion whose members silently advocate being good to people and expecting people to be good to you."

This quotation from a recently-published photo-essay book, which concentrates largely on the San Francisco Cable Car system, may well describe why Ahmad, now a gripman on the California Street cable car line, was honored as the San Francisco Municipal Railway's Operator-of-the-Month for January.

The book, "San Francisco Grip" by writer-photographer Jimo Perini, also includes a photograph of Ahmad.

Ahmad has been with Muni for 15 years. In 1965 he was attending the San Francisco Art Institute, and, needing a job to make a living, applied to Muni and was assigned to the Cable Car Division as a conductor. Since that time he has spent about 7½ years driving buses out of Kirkland Division and an equal amount of time with the cable cars.

Deeply religious

Ahmad and his family, wife Dhameera and three daughters, are deeply religious in the Islamic faith. Daughters, by the way, are Nafia, 13; Nisaa, 8, and Azizah, 9 months. A highlight of his life occurred in 1977, when he made a personal pilgrimage to Mecca.

Being named Muni Operator of the Month came as a great surprise to Ahmad, he says, but Dhameera "wasn't surprised a bit!" Her comment was "What took them so long to recognize how good you are?"

Saadat, his wife Dhameara and two of their three daughters are shown on the day he was honored as Muni Operator of the Month. Daughter Nafia, 13 was otherwise occupied for the occasion but Nisaa, 8 and Azizah, 9 months, were helping Dad celebrate.

Originally from St. Louis, Ahmad attended high school there. Not long after, he enlisted in the Marine Corps, serving with a marine detachment aboard the USS Yorktown in the Far East.

Ahmad was honored at a special awards ceremony at Muni's Cable Car Division.

Here is the brochure which was reproduced recently and distributed to all Metro stations and to various distribution points around the city. The light rail vehicle, referred to as a Matro car in the brochure, is on an orange background and the words, "All About Muni Matro," are purple. The brochure was written by Jack Fritscher, Principal Administrative Analyst for Matro Task Force, and the pictures for it were taken by Les Teal, Associate Photographer in the PUC Photo Lab.

Seminar on Explosives Sponsored by Muni at S.F. Community College

Muni is sponsoring a four-hour seminar to assist transit personnel in developing plans to manage explosive incidents and bomb threats. It is also discussing skills in implementing safety procedures and contingency plans.

The seminar was held in the San Francisco Downtown Community College on March 24 and 25 and was instructed by Robert Lower of the Department of Transportation's Transportation Safety Institute.

Peter McCrea Elected New PUC President to Succeed Pilcher; Sanger new V.P.

McCrea

Peter McCrea, a member of the San Francisco Public Utilities Commission for the past three years, has been elected by his colleagues to serve as President of the Commission for 1980, succeeding the first woman to serve as its President, Claire Pilcher.

McCrea is Supply and Distribution Manager of the Chevron Chemical Company's Fertilizer Division here. Active in community affairs, he is a member of the SPUR Board of Directors. He holds a Bachelor of Arts degree from Dartmouth College.

John M. Sanger, a commissioner for nearly two years, was elected Vice President.

Ittig, 37-Year Muni Veteran, Retires to "Play Tennis and Loaf"

Maurice Ittig, Muni's just-retired Transit Traffic Superintendent who served the system for more than 37 years, was honored at a special party attended by some 100 well-wishers on March 21.

"Maury," as he is known by his closest friends, started with Muni in 1942 as a "temporary" man on one of the old two-man streetcars on the "E" line (no longer in existence). The streetcar was just one step up in size from the cable car. He was an inspector from November, 1946, to November, '51. There followed a long 29 years in the scheduling department. He became Supervisor of Scheduling in 1962 and Transit Traffic Superintendent in '63.

Ittig was born in the Mission District (South of Market). Following his early schooling, he attended the MacMaster-Paine Business College at Sutter and Van Ness, now part of Heald's College. During World War II, he was in uniform for 39 months in Europe in the Corps of Engineers and received his discharge in April, 1946.

He and his wife Eileen, also born and reared in San Francisco, have two sons, Gary, 27, an attorney in this city, and Robert, 19, who is in his second year at the University of California at Santa Barbara; and a married daughter, Maureen Chapman of North Bend, Washington.

Ittig, who formerly played tennis, hopes to resume the game in retirement. Other than that, he has few plans. "I may want to go back to work part time. And we doubtless will probably visit Maureen in Washington. After that, who knows?"

Whatever the future brings, it was clear that the 100 on hand for the retirement party, and many others who couldn't make it to the party, wish Maury and Eileen well.

Gary Hislop Returns To Service of School Board in City of Sonora

Gary Hislop, who until two years ago was working with Muni while with the Hetch Hetchy Transit Power Division, has returned to a former position on the Board of Trustees of Sonora, Ca., High School. He is still with Hetch Hetchy as its superintendent of electrical operations.

Hislop lived and worked briefly in San Francisco but now is back at the Hetch Hetchy offices a short distance from Sonora. He previously served on the Sonora High School board, from 1966 to '74.

Presidio Shops Wins Safety Award Presented by Maintenance Section

Presidio Shops was the first recipient of a new monthly safety award in a program begun by Muni's maintenance department under Frank Baggetta. Transit Equipment Superintendent. A plaque reading, "In recognition of achieving the best monthly safety record," was presented to Tom Crosby, Supervisor of Presidio Shops, by Baggetta for its safety record during the month of January.

The award is presented to the Muni maintenance shop with the best industrial safety record of any one month of the year.

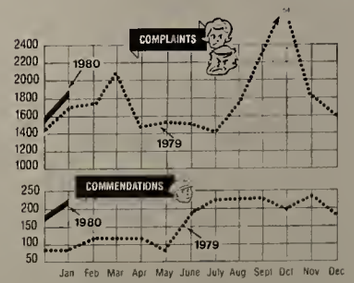
Walter, Pelayo Re-Assigned

Alton L. Walter has been assigned Acting Head of the Ways and Structures Department, and Joseph L. Pelayo Civil Engineer in the Engineering Department.

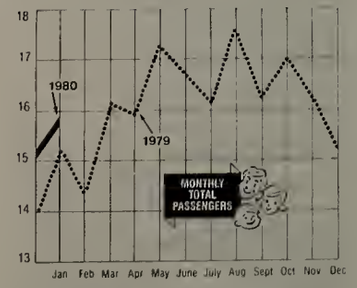
PRESIDIO SHOPS FIRST AWARD WINNER

In tha pictura, laft to right, knaaling: Robart Ontivaros, Andraa Anderson, Gordon Wong, Georga Allen, Dannis Johnston, Gaorgio Zografos, Ralph Garcia, James Glassman, Wayne Fialding, Albert Pattarson (bahind Fialding), Bill Jacobsen, David Rilay, Emedio Busuttil, Richard Marpal, and John Marks. Standing ara Frank Baggatta, Yandar Riley, Tom Crosby, Jessie Caasar, Jamas Moore, John Coffer, Ruth Nasby, Brandan Daly, Joseph McGee, Michaal Gillham, John Millar, Laon Goldstain, Hanry Douglas, David Worthy and Ed Grant.

WE BEGIN 1980 WITH FEWER ACCIDENTS — GREAT NEWS!



COMPLAINTS ROSE SLIGHTLY in January over December, but so did COMMENDATIONS. January figures were 1897 complaints and 230 commendations. On tha subject of commendations, please see the new column, "WELL DONE", elsewhere in this issue.



IN JANUARY PASSENGERS flockad aboard Muni vahicias to bring tha month's total to 15,898,002. This was somawhat highar than Dacambar's total of 15.3 million. No rhyme or raason to it, apparantly. January was highar than Dacambar a yaar ago, but in 1978, lowar than Dacambar.

Everyona in Muni is to be congratulated for tha excellant start on the year 1980 in January — ACCIDENTS TOTALED ONLY 312! It has been two years since the accidant figure was any lower than this, and tha 312 matched a similar record for June, 1979. Tha big effort now is to keep the accidant total this low on a monthly basis, or lowar, throughout the year.

Sam McDaniel Retires; Makes Last Run on Cable — 32 Years Service

Sam McDaniel, senior gripman of the Cable Car Division of the San Francisco Municipal Railway, made his last run last month after serving the cable car system for almost 31½ years.

Sam went to work for Muni October 15, 1947 and has been with the Cable Car Division ever since.

His final run began on the 61-California cable car line at its downtown terminus, California and Drumm, at 2:31 p.m. It ended at Powell and California a few

minutes later, at 2:39, when Sam was relieved by gripman Ron Pope. As soon as Ron took over, Sam slowly walked away.

Bill Tom, a 27-year Muni veteran, was conductor on Sam's last run.

Sam has been the Cable Car Division's senior statesman for years; he has a gentle, friendly manner with passengers and knows the city, a bonus for visitors.

In 1973 City Hall ran into a Congressional block in Washington, D.C., while trying to arrange for the U.S. Mint to strike a commemorative medal for the Centennial of the Cable Car System. We sent Sam, and along with him Luther Cann, a conductor since retired, to testify before the Congressional Committee. The die was cast.

STAN HESS LEAVES MUNI

Stan Hess, an operator for the Kirkland Division until recently, who wrote the monthly column, "In the Driver's Seat," for many months, has left Muni to drive for Golden Gate Transit. Anyone with ideas or information of interest to our readers, who would like to help us to get some of those ideas down on paper, is asked to call the editor, Ralph Bryant, at 2301.

Simon Fraser Students Get Indoctrination on Muni Railway Operations

Twenty graduate students of Simon Fraser University in Vancouver, B.C., Canada toured the Muni Railway facilities on March 10 to follow their class subject, "Transit Planning and Implementation."

They were scheduled to meet with Tom Matoff of the Planning Department and Rino Bei of the Transit Improvement Program in the Muni conference room.

Teleride Corporation Presents Demonstration About Computer Operations

The Teleride Corporation, of Vancouver, B.C., sent a team to Muni during February to make a presentation of the corporation's computer operation for transit systems. The operation automatically disseminates transit information activated by a telephone call to the computer base.

Additional systems are also available, integrated with a central control type of operation involving communication and the location of equipment on the streets.

Josef Kates, President of Teleride Corporation Limited, shows slides to (left to right) Dean Collins, Manager of the Bureau of Management Information Systems; Nancy Keane, PUC Assistant General Manager, Administration; and Al Siegel, Chief, Muni Transit Information.

Station Agent Uniform Modeled by Two of the Recent Training Graduates

As the announcer says at the fashion shows, "She is wearing a dark brown scarf with her rust-colored jacket, and tan slacks. She has the option of wearing a multi-colored scarf with the outfit. She's hoping that the optional brown sweater, to be worn instead of the jacket, is approved by the Public Utilities Commission. He too is wearing a rust jacket, with a sun-tan shirt, soon to be replaced by an off-white shirt. His tie is brown and tan, but he may also wear a rust and brown tie. He also hopes for the optional brown sweater."

"She" is Juanita Woods and "he" is Hiawatha Washington, both members of the first station agent graduating class who were given their diplomas on February 8.

Frank Ware and Bernetta Adolph Receive Commend Letters From Passengers

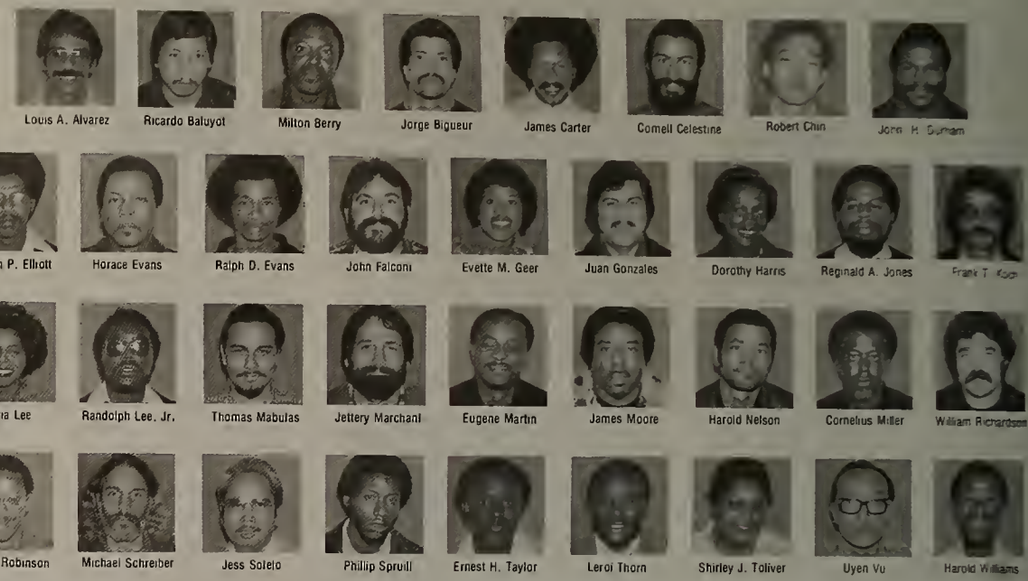
Although the writer of the letter did not know our driver's name, we found out that he is Frank Ware, #3923. Here's the letter:

"I wish to congratulate you on your driver who was operating coach #3213 going north on Polk at Sacramento at 10:00 today (Feb. 26), for courtesy and help extended me when I was in a predicament . . . He has my (and my wife's) vote for Muni Man of the Month. Bill Refausse."

(continued on page 6)

Welcome to MUNI —

New Permanent Employees — January



Ware and Adolph . . .
(from page 5)

Here's another, pertaining to Bernetta Adolph (#4204): "The Geary lady driver of bus #3245 who drove us today was courteous, articulate, calling out the next stops she would make, careful, cheerful and in my experience, the smoothest driver I have ever had. I feel she should be complimented by the company as well as the passengers" — Mrs. Francis Chamberlain.

SAFETY CORNER

Safety records are set to be broken, but certainly not "by accident." No one of us wants to take chances, either. Just as pilots keep a log of their flights — good safety records are a scorecard of our safety successes. Such records remind us that it is important for each person to be the pilot of his own safety on or off the job.

Ray Cambra

It takes both KNOW-HOW and GOOD SENSE to DO YOUR JOB THE SAFE WAY. It's up to you to be certain that your equipment is in safe working order, and that you are aware of any unnatural conditions before you take off on any job. You are the person who can best guarantee your own safety.

Even the most comprehensive safety program won't protect you if you ignore safe work procedures — use poor judgment — or take chances. Only you can do your job the safe way.

You don't need any daredevils or chance-takers in your work area. Poor judgment, shortcuts, and horseplay can result in accidents and pain. Anyone who ignores safety rules and safe work procedures is "flying backwards." Don't let safety slip-ups put you down in a pasture.

Whether you make your living driving a truck, bus, streetcar, working in the shops, or in an office — it's up to you to DO YOUR JOB THE SAFE WAY. Never take chances — be ever mindful of safety — ever alert to any possible danger. Every job has a right way — a safe way — but —

ONLY YOU CAN DO YOUR JOB
THE SAFE WAY

Charles Pierce and David Longa Get Good Marks for Doing Their Jobs Very Well

R.C. Hines, an inspector at Fourth and Townsend, recently wrote up commendations on two operators showing his appreciation for the good work they have done, as follows:

Charles Pierce, #3164, on the 40-80-line (Commuter Gateway run), "always appears for his regularly scheduled trips . . . many times (he) will offer to work overtime to fill in for any missing coaches . . . this gesture is appreciated both by myself and the many Southern Pacific commuters."

David Longa (#3484) "appears daily for his regularly scheduled trips, and never fails to offer his services (extra trips on either the 40 or 80 line)."

"TOPICS" to begin Writing up Muni Divisions

The monthly series, "The Departments of Muni," which began in June 1979 and ended last month with the Accounting Department, will now change direction and transition into a new series, "The Divisions of Muni." The series will concentrate on both the operational and maintenance aspects of each division. See next issue for the first article in the series.

TROLLEY TOPICS

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Richard Sklar, *General Manager of Public Utilities*

Curtis E. Green, *General Manager, Municipal Railway*

Ralph W. Bryant, *Editor*

Bill Owyang
Chief Photographer

Les Teal, *Associate Photographer*

muni

TROLLEY TOPICS

Vol. 6, No. 4 San Francisco Municipal Railway — *"The People's Road"* April 1980

Rebuilt Cable Car Is Finished at Woods for Placement Back "On-Line"

The first Muni cable car to leave Woods Division following rebuilding by the Woods Carpenter Shop departed with a bit of fanfare, as you'll note in the accompanying picture.

The cable car was almost completely rebuilt, except for the roof, and all wooden components replaced. It was taken to the Cable Car Division, where the process will be completed by painting and outfitting it and placing it back on the line.

Meanwhile, the Woods Carpenter Shop is working on the second car, with many more to follow as time and availability of work force permit. According to Henry Behmer, carpenter shop foreman, "We would like to complete two per year, if I can get the men."

In the picture, left to right top row: Patrick Reed, John Leas, John Stenson, and Samuel Smith. Bottom row: Vernon Thorpe, Warren DeMerritt, Henry Behmer and Harry Jensen.

Farley, It Seems, Wants to Be a Gripman On a Muni Cable Car

Do you read the comic strip, "Travels With Farley," in the San Francisco Chronicle? If you do, surely you've noticed that Farley has applied for a job as a cable car gripman.

He is currently striving to survive his probationary period.

"Farley" is a syndicated strip that is seen in a lot of newspapers around the country.

Twenty-Five New Grumman Flxible Buses Arriving Here; They Have Latest Equipment

Twenty-five brand new Grumman Flxible buses, costing $115,000 each, are arriving as you read this from the Grumman factory in Delaware, Ohio — Muni has purchased them and will now place them in service on San Francisco Muni routes.

All 25 of the buses have air conditioning and wheel chair lifts, and "kneel." The lowering of the buses, or "kneeling," is accomplished by means of a new mechanical system to make entry and exit easier for elderly and handicapped passengers.

Each bus is 102 inches wide, the same size as the presently-used GMC buses and Muni trolley coaches, and contains 45 seats. Next month's Trolley Topics will print pictures of the new buses.

Muni Toastmasters Hold Charter Day; 15 Members Are Given Certificates

Herb Chow, District Governor of District Four of Toastmasters International, presented charter certificates to 15 members of the new Muni Toastmasters' Club on the organization's charter day, March 27.

Welcome, and introductions at the meeting, were given by Frank Baggetta, Transit Equipment Superintendent and long-time Toastmaster. A special speech to fit the occasion, "My Advice to a new Toastmaster," was given by Gene Womack, Director of Personnel and Training.

The remainder of the program for the day was devoted to the charter ceremony and presentation of certificates.

INSIDE . . .

The Divisions of Muni ..... Page 3
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Women Operators (Part II) . Page 4
Safety Corner ..... Page 2

Lesley Wilmer of Kirkland Named Muni Operator of the Month

When you first meet Lesley Wilmer, of Muni's Kirkland Division, you immediately put your finger on one of the reasons people like him are chosen as Muni Operator of the Month. With his green Muni beret sitting jauntily on his head, he exudes confidence in his work and a personality that's a plus to his other desirable qualities.

This Muni Operator for February there-

Lesley Wilmer, Muni Operator of the Month for February, and wife Gloria pose for the camera immediately following the reception given for him at Kirkland.

fore doesn't surprise you a bit when he tells you that he was able to mix business with pleasure by first wooing, and then later wedding, a passenger named Gloria on his 55-SACRAMENTO line coach. This "thing" about each other was not a

(Continued on page 5)

Al Siegel's Information Bureau Handles Up to 120,000 Calls a Month

Alan Siegel, newly-assigned as Chief of the Information Bureau under the PUC Marketing-Information Office, is a native of Superior, Wisconsin. He attended public schools there, and later attended Antioch College in Yellow Springs, Ohio, and the University of Wisconsin at Madison, where he received the Bachelor of Science degree.

Following a period of retail sales work at the White Front store on 16th Street in San Francisco (now closed), Siegel came to work for Muni as an information clerk. Now, as Chief, he heads a bureau which receives up to 120,000 calls a month from the public asking questions ranging from how to get from here to there to the best way to make connections with BART or a route covered by SamTrans.

Siegel, who is single, likes to travel in his spare time and fix up a cabin which he bought three years ago on the Russian River. It's located in Guerneville Park "above the high water mark," he says proudly.

He has an older brother, Jim, 43, who lives in Ithaca, N.Y. and a younger sister, Jane, 35, a resident of Tokyo, Japan. His goal in the Information Bureau is to achieve full personnel staffing, giving him more flexibility and improving service to the public.

WELL DONE!

This new column, seen in these pages for the first time last month, lists Muni platform people who have received two commendations or more in February. We'd like to list all those who have received even one commendation, but that would take the entire page.

CABLE CAR

(A large number of employees had one commendation, but none had two this month.)

GENEVA

Arnetta Brooks, (3), Charles Coleman (2), Michael Davis (2), Edward Harrell (2), Leon McInnis (2), and Clifford Williams (2).

KIRKLAND

Bernetta Adolph (11), Jerold Barley (6), Alvertis Davison (2), Earnest East (2), Peter Ehrlich (3), Virgil Herndon (4), Cecil Horne (2), Susan Parker (7), Oliver Shumate (2) and Thomas Simrock (2).

(Continued next column)

POTRERO

Willie Andrews (2), C. Mitchell (2) and George Strandquist (4).

PRESIDIO

Bradley Borel (2), Jose Guandique (2), Duff Rodgers (4) and Freddy Smith (2).

WOODS

Deeman Alford (2), Harold Byrd (2), James Choice (2), Gilbert Gomez (6), Ramsey Logan (2), Francell Moore (2) and Henry Warsaw (2).

St. Paul Visitors Make It Clear That "We Enjoyed Riding on Your Vehicles"

Here's a short but welcome note from Mrs Kathryn DeSpiegelaere, of St. Paul, Minnesota — "We rode buses, electric buses, and cable cars during our stay in your city . . thanks for helping to make our vacation a memorable one."

Printing Room Personnel Turn Out Up to 450,000 Reproductions Each Month on Muni Mezzanine

Many persons assigned to various departments at Muni Headquarters in Presidio Division place great faith and confidence in the personnel of the "Printing Room." Both internal and external communication materials by the thousands are turned out by printing room personnel, who are well qualified, experienced people able to handle any job given them with great efficiency.

Administratively, the printing section is one of the various departments supervised by Nancy Keane, PUC Assistant General Manager for Administration. Bob Fritscher, Senior Administrative Analyst, is in overall charge of the printing operation.

When you approach the print shop to get a job done, you may talk with Andres Colon, head of the section, or one of his assistants, Gorgonia Matawaran or David Yip. Charles Alexander, who works there two hours each afternoon under the Student Youth Work Program, is a student at Woodrow Wilson High School.

"On average," Colon says, "approximately 450,000 pieces of paper each month, with various messages printed on them, are turned out." Various equipment is available to the staff for that purpose, he says. Anything that's to be collated is printed on the AM-International 4250. Its capability is 20 to 1000 multiple copies.

A Pitney-Bowes collator handles that operation. A Kodak 100 is available for use by individuals who come in from the various departments to make a single copy, or multiple copies. For long runs (1000 and more), there's still another piece of equipment available, a Davidson Perfecto #700. This machine is little-used "because I don't have an operator to run it," Colon says.

Colon's shop also fills requests for scratch pads. Paper is cut down to pad size on a paper cutter available in a corner of the room, and pads made up by using a sticky red compound to hold the paper along the sides.

Clockwise beginning at lower left: Colon, Alexander, Yip and Matawaran.

SAFETY CORNER

Good Housekeeping Makes Everyone's Job Much Safer

By Ray Cambra PUC Safety Officer

He isn't very big — about a foot in length — yet he stands ready to sound the alarm whenever an enemy approaches. He knows he must be alert and vigilant if he is to survive, for his enemies are quick and cunning

He's the Prairie Dog, a small squirrel-like animal that lives in our vast western prairies. He is a member of a large family guarding the entrance to the Prairie Dog burrow; he is responsible for hundreds of others like himself

The Prairie Dog "town" is formed of elaborate tunnels with an entrance shaft dug as deep as 12 feet beneath the surface. Around the mouth of the entrance hole, the small animals build a dirt wall which serves as a look-out as well as to protect the burrow from being flooded during heavy rains.

To help maintain the safety of his "town," the Prairie Dog gives HOUSEKEEPING top priority Tunnels are kept

(Continued on page 5)

Cable Car Is One of Six Important Muni Railway Divisions

Here's the shop crew at the Cable Car Division (L to R seated in front): Norman Fox, Warren Wolfe, Charlie Ng, Eric McCartney, Jimmy Muscat (seated behind McCartney) (and standing at right) Rich Mena and John O'Conner. Five men grouped in upper left: (front row) John Cutajar and George Muscat; (back row) Benson Lam, Henry Rogers and Bill Frost (shop supervisor). Joe Andrews sits behind Charlie Ng and behind Andrews (face partially hidden) Gary Freed.

And here's the Cable Car Machinery work crew (L to R front row, kneeling): Issac Gilmore, Frank Camilleri, Archie Huff, Warren Wolfe, Dave Mares, Elmer O'Guinn (track foreman), and Ron Mathieson. Second row: Joe Andrews, Don Troya (grip builder expert), Loy Lew, George Anderson, Gumaro Equizabal, Arturo Villalobos (behind Equizabal), Otis Fleming (cable machinery supervisor), Albert Harrison (labor foreman), and John Hourigan. Two men at top right: Brian Jennings and Otis Johnson.

Editor's Note: Last year and part of this year, we devoted space to a series on "The Departments of Muni." Now begins a new series, "The Divisions of Muni" — expanding on the previous series in order to give full coverage to the people who keep Muni high among the leading transportation systems in the nation. Alphabetically, Cable Car is first.

HERE'S THE TRIUMVIRATE THAT SETS THE PACE

Walter Ware, now Superintendent of the Cable Car Division, started his Muni career in 1960; since then he has served as a trolley coach operator, inspector, scheduler, claims inspector, assistant director of safety, and assistant cable car superintendent. He has been Superintendent since early 1979.

Ware is a native of Chicago, where he saw service as a streetcar motorman and conductor, and a trolley coach operator before coming to San Francisco.

Bob Pottinger has been Cable Car's Chief Dispatcher since October, 1973, and his Muni service now totals 26½ years. Originally from Elmira, N.Y., he was a cable car conductor and gripman from 1953 to '64, an inspector for four years, and later, from '68 to '73, an instructor.

As dispatcher, Pottinger administers the detailing and assigning of all personnel of the division.

Alfred ("Bud") McNaughton, Cable Car's Safety and Training Instructor, estimates he has trained about 200 students during his 2½ years as night instructor and almost 1½ years as day instructor. From September, 1979 to this month, when the cable cars again went into full operation, he trained 50 men to operate motor coaches who were not previously qualified to do so.

Previous to his present position, McNaughton was consecutively a bus driver, cable car gripman, and inspector. He's now officially a temporary employee as an instructor, but a permanent one as inspector.

It only takes a day or two to get used to working in a building that vibrates. So says Bob Pottinger.

It takes just a little longer to become accustomed to working in a building where the noise level is a bit high. So says Walter Ware.

We didn't hang around long enough to make sure they are right, but we certainly did notice the shaking and the noise — the cause for both, of course, is the machinery which must be at work every minute that the cable cars are running — the huge wheels that keep the cable running under the streets of San Francisco, the gears, the motion of the "rope" (cable) through the building all contribute to the din and vibration which tells you that you are in the building of the Cable Car Division.

I asked Bob Pottinger, "Would you feel an earthquake if you were sitting in the gilley room or dispatcher's office?" "It would have to be a pretty good one," Bob said.

The central power plant in the building, which is located at Washington and Mason Streets, operates the cable through a 750-horsepower electric motor that turns giant 14-foot cable winders. Before the cable runs under the street, it is led onto a "tension carriage." This is a 14-foot two-ton wheel mounted on a movable track providing flexible, constant tension on the cable to automatically take up slack caused by cars on the line intermittently gripping and releasing the cable.

Left to right: Bob Pottinger, Alfred McNaughton, and Walter Ware.

Women Play Important Role in Muni's Transit Service to Passengers

(This is Part II, the second and last portion of the article on women Muni vehicle operators which appeared under the by-line of D.D. Wolohan in the San Francisco State University's Phoenix newspaper.)

Last week the women operators met to get acquainted and talk about problems. Lack of restrooms and a possible change of uniforms were discussed.

Evelyn Wells, 29, has worked for Muni two and a half years. She started on the streetcars and is now an inspector. Her job is to try to keep the runs on schedule, reroute the necessary units and investigate accidents. One of 60 inspectors, she was stationed at 4th and Market Streets this week where she oversaw 17 lines. The power on the trolley lines was off at 8:30 Tuesday morning so she had to reroute buses until the power returned a half hour later.

One of Wells' goals is to be general manager someday. "Why not?" she asked. "The doors are open." She was appointed inspector after coming in through the affirmative action program, which might've caused some resentment from men already on the inspector's list.

Husband is Muni Driver

Her husband is a Muni driver who works nights — from 5 p.m. to 1 a.m. mostly. Her shift is from about 7 a.m. to 1 p.m. so someone is always home to take care of their 5½-year-old daughter.

Fern Modena is also married to a Muni man. She's been operating streetcars — mostly on the L and M lines for two and one-half years. Her husband Jerry, who's been with Muni for 13 years, is now on the LRV's, the new fleet of streetcars.

The Modenas were married 15 months ago on an old streetcar with about 400 of their Muni friends attending at the Geneva barn. The immediate family was on the streetcar. "Muni was terrific about this," she said.

Modena

Fern Modena left the carbarn at 5:46 a.m. this Sunday — a bag of corn flakes on the dashboard. On her second trip downtown there were about 10 passengers — mostly Chinese. "Next trip I'll probably have a full load of Chinese going to Chinatown," she said. Even though there are activities in the Sunset "they are tied to Chinatown and go there every Sunday."

Disposing of a Surplus Generator . . .

Workers shown dismantling the generator are (lower foreground) Rafael Albarez and (above, with tool) Roldan Ramirez.

Ernestine Lanier, although driving on the 22 and 47 line recently, still has no regular run. She has been driving for Muni for the past eight months. She has seven children, three boys and four girls, ranging in age from 11 to 20.

Proceeding through the Twin Peaks tunnel outbound an approaching streetcar blinked its lights. "That's Jerry," she said of her husband, flashing her lights in response.

Former Greyhound bus driver Ernestine Lanier likes the variety of things during the day on the 22 Fillmore line.

"You learn more about people than at any college," she said. Because she's only been driving for three months she does not have a regular run and finds it difficult because she has children. She has never had any problems on perhaps the city's most dangerous line, but "I'm bound to run into a few sometime."

Electric Generator and Its Dismantlement are Providing Nostalgic Notes

The workmen in the photo are cutting up one of the electric generators at Geneva Avenue sub-station, which was located on the south end of the present Geneva Division car barn.

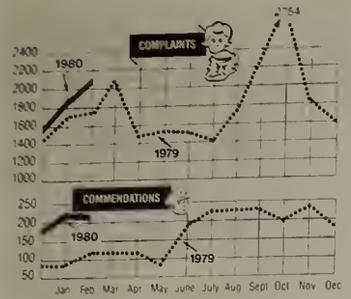
According to our informant, Charles Smallwood, railroad buff and author of the book, The White Front Cars of San Francisco, "There were three of these generators in this sub-station. They were of General Electric Company manufacture and were installed there in 1904. They replaced (at the same time they were installed) the steam-operated electric generating station which was built in 1891 at Sunnyside Avenue (now Monterey Boulevard) and Joost Street by the pioneer San Francisco and San Mateo Electric Railway Co."

Thus it was the first electric streetcar generating station in San Francisco.

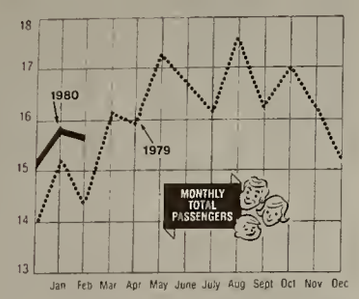
Smallwood goes on: "From 1904 to the early 1950's, this sub-station supplied power to all Market Street Railway lines in the outer Mission District as well as the Muni's K-INGLESIDE and M-OCEAN VIEW lines. In the early 1950's, the Geneva sub-station was superceded by the then new Russia Street sub-station and the West Portal sub-station.

"However, the Geneva sub-station was put on standby status and was used when one of the newer sub-stations was shut down for any reason. Each of the three generators were of 1500-kw. capacity."

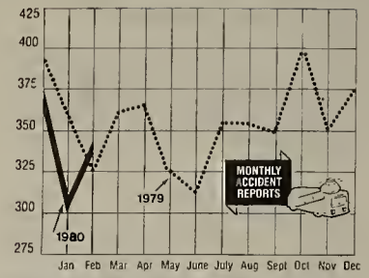
NO BIG SURPRISES IN OPERATIONAL CHARTS FOR FEBRUARY



COMPLAINTS in February rose to 2129, approximately what they were a year ago, but considerably more than January of this year, when the total was 1897. On the other hand, COMMENDATIONS maintained a fairly steady pace in February, dipping slightly from January's 230 to 222.



PASSENGERS IN FEBRUARY totaled 15,723,620 — almost identical to January's total of 15.9. Passenger volume is expected to increase, particularly in view of the opening of Muni Metro subway service. Plans are underway for the second line to be introduced into Metro service, the K-INGLESIDE, during early summer.



Divisions were being awarded safety plaques on a monthly basis for good safety records, with the plaques awarded and presented by the Muni Maintenance Department. Nevertheless, the total Muni safety picture was less bright in February, when ACCIDENTS CLIMBED TO 330, a few more than the 225 of a year ago. Everyone's diligence and effort are needed to bring this back down!

Lesley Wilmer is M.O.O.M.

(from page 1)

one-way street, Wilmer says. He noticed Gloria always sat as close as possible to the driver. When he parked and turned around at the end of the line, she was still there!

The chemistry worked.

Wilmer was born in Camden, Alabama, left there when he was 15, then lived with relatives in Pensacola, Florida, and later moved to Chicago. He spent 23 months in an artillery battery serving out of Inchon, Korea during the Korean War, from 1951 to '53. Between '53 and '58, in Chicago, he was a stock keeper at a radio-TV station for three years and then during the other two drove buses.

For the first two years, Wilmer drove trolley coaches at Presidio and Potrero, then went to Kirkland to drive on the extra board and has been at Kirkland ever since. His line for the past six years has been 15-THIRD STREET.

Angry Passengers and Vandals

Admitting that "working conditions are not what they were many years ago," and that now there seem to be more belligerent passengers and vandals, Wilmer says that nevertheless, in 21 years, he has never had a serious problem to face — no hasslers, no one with a knife or a gun, no youths with truly evil intent.

"In my mind, because of the effectiveness of radio in emergencies, I feel that a person would think twice before causing trouble."

Wilmer now lives in Oakland, and likes to garden and work in his yard during his leisure time. One of 14 children (nine boys and five girls, all still living), he is the only one "out West." Most of them gather once every two years for a reunion with their mother who still lives in Pensacola.

(Continued top of next column)

GREAT NEWS!

All individuals who are designated Muni Operator of the Month now and in the future receive two free tickets to Giants baseball games in Candlestick Park. This generous innovation on the part of the Giants was announced by the baseball team's Assistant Manager, Charles Feeney.

Gloria, originally from San Mateo, has been with Wells Fargo Bank for the past ten years, is Supervisor of the Loan Department, and has just been promoted to Assistant Vice President.

Wilmer was honored and presented with the award for February at Kirkland on March 21. He also received U.S. Savings Bonds from the Transport Workers Union, Local 250-A and La Grone's Insurance Agency, and a check for $100 from Transit America, the company which handles Muni advertising.

A congratulatory letter from Mayor Dianne Feinstein was also received by Wilmer.

Safety Corner

(from page 2)

neat and clear of any debris because they are needed for fast movement should an emergency arise from unwelcomed guests.

In many ways we share the same need for vigilance and GOOD HOUSEKEEPING on our jobs. Out-of-place objects, and equipment that is improperly set up, are hazards to be corrected. A wrench, hammer, or an oily rag left on the floor are like unwanted guests to "your town" — your work area. They are dangerous and pose as much risk to your work area as does a bobcat sneaking up on an unguarded burrow.

While on guard duty, the little Prairie Dog sits upright in the protective mound at the entrance to his burrow. Because of his GOOD HOUSEKEEPING, he watches in all directions. When danger threatens, he utters a shrill "bark" for warning others to head for the shaft to safety. One call is for danger from the air — another is for danger on the ground.

(Continued top of next column)

On the job, we know that danger can come from above, and from any direction on the floor. But by practicing GOOD HOUSEKEEPING we can help to keep these hazards under control.

Boxes will not fall and cause injury if stacked safely and at a reasonable height. Materials placed in front of doors or fire exits, even temporarily, is as hazardous as a blocked Prairie Dog tunnel. Allowing a board with exposed spikes to remain where someone can step on it is as risky as debris around an entrance mound to a burrow.

The Prairie Dog understands the value of GOOD HOUSEKEEPING for his safety and others of the "town."

Stay alert — be on the lookout for any object that is out of place. Practice GOOD HOUSEKEEPING and you will protect yourself and your fellow workers from injury on the job — and because —

GOOD HOUSEKEEPING
MAKES EVERY JOB SAFER

Smith and McDaniel Are Honor Guests At Retirement Dinner May 3

Chester E. Smith, who retired a few months ago after 22 years with Muni and an equal span of time in the U.S. Navy, and Samuel A. McDaniel, both of Cable Car Division, will be guests of honor at a retirement dinner on May 3.

During his 22½ years with the Navy, Smith's major activity was as a torpedoman. Following his retirement from the

(Continued on page 6)

McDaniel-Smith

(from previous page)

service, he came to work for Muni, first as a streetcar operator for three years, and the rest of the time as a cable car conductor.

"I enjoyed every minute of my work with Muni," Smith says — "I wouldn't have had any other type of a job. I like to work outside among people, and especially enjoyed the kids on the cable cars." Because two of the cable lines run along the edge of Chinatown, many Chinese children rode the cars — "They're about the nicest kids in the city," Smith says.

SMITH

Smith's wife, the former Ruth O'Brien, in recent years has been a nurse, but before that achieved local acclaim as a "sunshine girl" for a radio station and a singer in night clubs.

(Readers who missed our write-up on Sam McDaniel, with picture, are referred to the March 1980 issue of *Trolley Topics.*)

The retirement dinner will be held at A. Sabella's Restaurant at Fisherman's Wharf, with cocktails scheduled for 6:30 and dinner at 7:30 on Saturday, May 3. Those interested should call 558-3382/3383.

Scott Rovsar Is Cited For Keeping Truck in S.F. From Dangerous Run-Away

Scott Rovsar, cap #3697, was cited by a truck driver who recently wrote us about an incident that required a clear head and quick action:

"On the morning of March 17 I drove my delivery truck up the ramp of the Transbay Terminal to deliver papers. I put on the emergency brake and put it in gear, and as I walked to the vendor, the brake slipped and the gear popped out and the truck rolled down the ramp and onto the passenger island . . .

"But with quick reaction, your Muni man Scott Rovsar jumped in front of the truck and with all his power, managed to stop the truck, till I got it in gear. This man deserves very much credit as a brave and unselfish person, putting his own life on the line. Thank you, John Moret."

Metro Shops Wins Safety Plaque

Ed Grant (with beard), electrical transit shop supervisor, and Rich Rogers, electrical transit equipment supervisor, are shown as they accepted a plaque from Frank Baggetta, right, transit equipment superintendent, to signify that Muni Metro Shops had won the monthly industrial safety award. Behind them, shop personnel wave and cheer.

In a recent bi-weekly shop bulletin of the Vehicle Maintenance Department, Frank Baggetta writes, "Congratulations to all employees at Metro Center for their excellent safety record this month (February). In recognition of their efforts, the shop will receive a plaque, to be presented on March 26."

The results of all the shops' efforts during February are shown below:

Shop	Average No. of Staff at Work	No. of Lost Time Accidents	% of Staff
Metro	105	1	1%
Geneva	48	1	2%
Potrero	60	1	2%
Kirkland	51	2	4%
Woods	222	10	5%
Presidio	60	4	7%

EXPLOSIVES SEMINAR . . .

Robert Lower, Program Meneger of the Urben Mess Transportetion Safety Institute in Oklehome City, Okla., refers to e chert outlining the necessities for the development of in-house contingency piens for explosive prevention. Eighty-seven representetives of ell Bey Area transit properties, plus the San Francisco Fire Department end Bomb Squad, attended e course last month entitled "Mass Transit Explosives Incident Menegement Seminar". Its sponsor, the PUC Treining Office, plens other courses in 1980-81. (Departments desiring edditional courses or treining seminers should contact Michal Settles, phone 4021.)

Virginia Public School Official Calls System Economical & Efficient

"I do not know how you do it, but other cities could certainly benefit by taking a look at your operation." So wrote Sarah L. Whittington of Newport News, Va., after a seven-day stay here. "May I commend you on your economic and efficient transportation system. I have never traveled so far, for so long, for so little."

TROLLEY TOPICS

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Richard Sklar, General Manager of Public Utilities

Curtis E. Green, General Manager, Municipal Railway

Ralph W Bryant, Editor

Bill Owyang, Chief Photographer

Lea Teel, Associate Photographer

muni Trolley Topics

SAN FRANCISCO MUNICIPAL RAILWAY — *"The People's Road"*

Vol. 6, No. 5

May 1980

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THE SUGGESTION PROGRAM IS COMING!

START THINKING

SEE NEXT ISSUE FOR DETAILS

$$$$$$$$$$$$

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Terrence Hammer, Five Years on the Cars, Is Top Operator for March

Terrence Hammer, a 21-year veteran who is glad to be driving Light Rail Vehicles through the Market Street subway in "Metro" service, was named Muni's Operator of the Month for March.

Hammer, assigned to Geneva Division, has operated streetcars for 16 of his Muni years on all five streetcar lines, with the most time on the J-CHURCH line. He helped inaugurate N-JUDAH service in the Muni Metro on February 18.

After graduation from Galileo High School, Hammer worked for a steel company, attended City College for two years, and enlisted in the U.S. Army.

He was driving for Muni when he married his wife, Colleen. Hammer was driving in the daytime and going to school at night; so the solution for adequate togetherness was for Colleen to ride along with him on his routes.

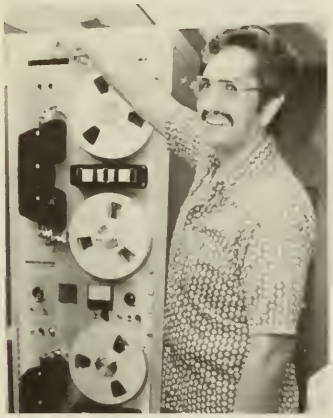
Little League Coach

The Hammers are parents of two sons and a daughter: James, 19, a student at UC Berkeley; Michael, 17, who will be graduated from high school in June; and Sherlen, 16, a high school sophomore.

An avid baseball fan, Hammer was delighted to learn that, beginning with him, all future Muni Operator of the Month awardees will receive two free tickets to Giants baseball games. He is a "senior division" Little League coach, teaching baseball to children 13 to 15 years of age.

(continued on page 2)

Magnasync Recorder Is In Place At Central Control; Has Play-Back Feature



Sam Garcia, transit control supervisor, is shown as he checked out the recorder in the 131 Lenox facility of Central Control.

In a move toward retaining a record of all pertinent telephone and radio conversations of an operational nature, Muni's Central Control recently installed a Magnasync Magnetic Tape Recorder Reproducer.

The new Muni recording equipment has been installed to increase efficiency and save time.

Ed Riley, Chief of Central Control at 131 Lenox Way (atop West Portal Station), believes the equipment to be the finest available — "It has a 24-hour tape," Riley says, "with a back-up tape to take over immediately in case the main tape fails."

In addition to the recorder-reproducer, each controller has available equipment which provides him with a "call check". If he wishes to check the wording of a transmission within a reasonable time limit, he can do so by activating a switch for an "instant replay". This must be done within three minutes of the original conversation.

ANNUAL BUS ROADEO IS SET FOR JUNE 14

The 1980 Muni Bus Roadeo will be held Saturday, June 14, according to General Manager Curtis E. Green.

Green urged all operators eligible to enter the competition — "if only for the satisfaction each entrant will have in knowing how he or she stacks up against other contestants." Every entrant will have the chance to be a division winner or represent Muni at the APTA (American Public Transit Association) 1980 national competition in San Diego.

During the contest, each operator will

(continued on page 2)

Terrence Hammer...

(continued from page 1)

Responding to questions, Hammer said, "I enjoy driving for Metro in the subway. It's great not to worry about intersections, pedestrians crossing in front of you, and the congestion of other vehicles around you. I think Muni has done a great thing, with even greater things to come when all streetcar lines are using Metro and totally off Market.

"I like the LRV. It's easy to operate and much more comfortable. We don't have the breakdowns we had with the PCC's, and I'm much less tired when my day is done."

Hammer was honored and presented with his Muni Operator of the Month award at Geneva. He also received U.S. Savings Bonds from the Transport Workers Union, Local 250-A, and from LaGrone's Insurance Agency; a check for $100 from Transit America, the company which handles Muni advertising, and two free Giants baseball tickets.

He also received a congratulatory letter from Mayor Dianne Feinstein.

Annual Bus Roadeo

(continued from page 1)

be judged according to results of a safety quiz, pre-trip inspection of equipment, actual driving ability, and personal appearance.

Operators interested in entering the Roadeo next month must have been employed as a Muni operator for at least twelve months, have worked as a full-time operator for 11 of the past 12 months, have had no avoidable accident in the 12 months prior to applying, and have a valid Class I or II driver's license and valid medical certificate.

Douglas C. Norberg won last year's Roadeo, with Ray Bianchi placing second. Bianchi represented Muni at the ADTA national competition in New York City.

38-Geary Remains As Most Popular Of All Lines — N-JUDAH 2nd in Ridership

For years it's been known that the 38-GEARY line is the best-patronized of all Muni lines, and that continues to be true. In fact, April 1980 figures show that 56,465 passengers rode the 38 *each day* (24-hour average).

The next-most-popular line is the N-JUDAH, having jumped from sixth to second place, largely by virtue of its new role as the first line to go underground in the Metro system. The third line in order of popularity is the 14-MISSION, then the 30-STOCKTON, 22-FILLMORE, 15-42 THIRD, and 12-OCEAN.

Trolley Topics again salutes those Muni operators with two commendations or more, this time for the month of March:

CABLE CAR

Again, a large number of operators in this division had one commendation, but none had two or more in March.

GENEVA

James Albee (2), Rudolph Brown (2), Michael Davis (2), Edward Harrell (2), Robert Isely (2), Matthew Jenkins (2) and Melvin Ogden (3).

KIRKLAND

Bernetta Adolph (5), Bill Cleaver (2), Will Hutchins (2), Nick Mayo (3), Jose Meza (3), David Mills (2), Susan Parker (2), Oliver Shumate (3), Thomas Simrock (2), Oliverio Valle (2) and Edmund Wong (2).

POTRERO

Henry Inghram (3), John Reed (2), Lillie Taplin (4) and William Valentine (5).

PRESIDIO

Harding Chune (2), Peter Groubert (3), Jose Guandique (4) and Randall Tom (3).

Well Done! *(continued)*

WOODS

Anthony Ambus (2), Carlos Austin (2), Berlin Cato (2), James Jackson (2), Charles Pierce (3), Oscar Redmond (2), Manuel Taguinod (2) and Edwin Williams (2).

Haight-Ashbury School Kids Take Pictures And Then Display Them On Buses

From mid-April through mid-May, school children from San Francisco's Haight-Ashbury district had their personal moving photo exhibition, when Muni buses on the 6-PARNASSUS and 7-HAIGHT lines displayed their photographs and writing in interior space normally used for advertising.

Funded in part by the S.F. Art Commission and the National Endowment for the Arts, the pilot program, the first of its kind, — gives the youngsters an opportunity to publicly display their individual and cooperative artistic achievements.

Under the direction of professional photographer Ann Chamberlain, children with little or no prior photographic experience were asked to illustrate with pictures and comments — subjects of greatest interest in their daily lives.

Using simple cameras, children from DeAvila and Grattan schools, in the Haight-Ashbury area, took photos of friends, homes, parents, pets, school teachers, and other subjects, and inscribe their own thoughts on each picture.

Here's Vehicle Operator Class #102

Vehicle operator class #102 is shown following Geneva Division graduation ceremonies on April 18. Also shown are Muni and Transport Workers Union officials who participated in the graduation. (Left to right): Rodney J. Bartholomew, Muni Deputy General Manager (Operations); Thomas O'Guinn, Tommy Hom, Rickie Jones, Donald Sanders, Greg Jones, Thomas Bynum, Reynaldo Pira, Johnny Daniels, Mattie Moore, Stanley Roberson, Larry Markham, Sammy Boykins, Melvin Pierre, Rachel Arce, Celedonio Morla, Tainoino Fiame, Leonard Gage, and Cornell Gatewood, President of TWU Local 250A.

Geneva/Muni Metro Is PCC-LRV "Capitol" of the System

(Second in a series on "The Divisions of Muni")

Will the Old Soldier Fade Away? Car House Was Built in 1901

Here is one old soldier that will not quietly fade away, if Carl Barton has his wish.

It is the Geneva Car House at San Jose and Geneva Avenues, which saw its first day of operation April 22, 1901.

It may well be the only building in San Francisco in use today that still shows the actual physical damage inflicted 74 years ago by the 1906 earthquake.

Barton, Muni's Superintendent of Transportation, feels the least the building deserves is to retire in dignity and house a Municipal Railway museum with the designation as a national historic landmark.

As an entity the operating division is fading away, because in a metamorphic chain of events the Metro Division, just half a block away on the other side of the street, will take its place.

As each new Muni Metro line is phased into service with the new Metro cars, the Geneva Division gets smaller.

Conversation around Muni since construction of Muni Metro began has been along lines that the days of the car house are numbereo — that it must ultimately face the wrecking ball and bulldozers.

"If they come after that building with a wrecking ball, they'll have to swing on me first," Barton declared.

"After all that building has been through, it is disgraceful to think of demolishing it."

Though severely damaged (cracks from roof to foundation), Geneva Car House lived through the 1906 earthquake and has survived the following 74 years of neglect. The "temporary repairs" of tar paper and boards of 1906 show today.

Built in 1901-1902, a wood frame building with exterior walls of brick, the old structure was the subject of a study by

(continued on page 4)

The shop crew at Geneva Division, assigned to maintenance of the PCC streetcars, is pictured in front of the old double-truck, hand-operated "tower car." (Left to right:) front row, kneeling — *Romer Manag, Ray Lee, Jack Ng and Charles Stellini.* Standing behind Managa and Lee — *Dick Forslund and Ralph Ramirez.* Standing behind Ng and Stellini — *Walter McGregory and Manual Kite.* Seated — *Wilman Ng.* Standing on left above Forslund and Ramirez — *Larry Freed (top) and Chong Goe Tin.* Standing at top right — *Alfredo Alonzo.*

Left to right above are Ed Mateyka, Assistant Metro Manager, Don Cameron, Metro Manager, and Jack Schwartz, Dispatcher, in Cameron's office at Geneva Division. (For a profile on Cameron and Mateyka, please see next page.)

Shown above are shop personnel at Muni Metro. Although there are a few people missing, who did not make the pictures, you'll note that "Metro is building, Geneva decreasing", if you compare this with the Geneva shops picture at upper left.

DON CAMERON

Metro Manager Don Cameron, it's plain to see, has had a wealth of experience with Muni.

Since joining Muni in 1957 he has been operator, receiver, collector, information clerk, assistant dispatcher, inspector, central control dispatcher, assistant chief inspector, chief inspector, claims investigator, assistant division superintendent, night superintendent, assistant superintendent of transportation, division superintendent, deputy director of the Muni Metro Task Force, and Metro Manager.

And his wife, Joan, beats him at bowling.

His colleagues say that Cameron has proven his value to the Muni, referring to the fact that he has constantly worked to increase that value.

Cameron was 11 when his family moved to San Francisco from Reno. He attended high school here and then studied at City College, Heald's Engineering College, and University of San Francisco.

He and Mrs. Cameron, reared in the same neighborhood in San Francisco, are parents of three daughters: Lynn, 21, who is to be graduated from UC Berkeley in June; Patricia, 23, who works for a publishing company; and Janet, 19, still living at home, who is a teller for United California Bank.

One of the original members of the Muni Metro Task Force, which was organized in 1977 to implement the new rail system, Cameron is a sought after speaker and tour guide.

An avid reader, he revealed that he and Joan are bowling enthusiasts — that the sport provides good opportunity for "togétherness."

Pressed to identify No. 1 in the Cameron bowling duo, he reluctantly admitted: "She's a better bowler than I am."

ED MATEYKA

The transit career of Edmund ("Ed") Mateyka, Assistant Superintendent of Geneva Division, began on the East Coast and continued in San Francisco.

His bus-driving days here turned out to be more exciting than two years of driving in Newark, New Jersey; because it was on his bus in San Francisco that he met a young woman named Irene who became Mrs. Mateyka.

They are parents of five children — Martin, 16, and Mitchell, high school and grammar school students; Frank, a telephone company employee; Carol, 22; and Edmund, Jr., in the U.S. Navy at Long Beach.

Matyeka came to San Francisco in 1958, on the heels of service with the Medical Corps of the U.S. Army in Germany.

A talented cook and dedicated outdoorsman (hunting and fishing), he is fond of the San Francisco area.

"And I've enjoyed all of my years with Muni," he said.

Hiawatha, Bothwell and Lee are Promoted; Now They're Station Agent Supervisors

Three of the 28 station agents who were graduated in February for service in the Muni Metro system have been promoted to Station Agent Supervisor, according to Dick Sinigiani, Manager of Station Agent Operations.

The three are John Bothwell, Hoover Lee and Hiawatha Washington.

BOTHWELL *LEE* *WASHINGTON*

Station agents have been on duty since February 18, when the N-JUDAH line became the first line under the Metro system to begin operation in the Market Street subway. They have served in all four of the Muni-BART joint use stations, and in the Van Ness Muni-only station.

When the K-INGLESIDE line begins operating in the Metro system in the summer, the agents will begin to serve Muni passengers in the other Metro stations (all Muni-only): Church, Castro, Forest Hill and West Portal.

The promotion of Lee, Bothwell and Washington increases the station agent supervisor force to seven. The other four supervisors are Charles Frye, Benjamin Lynch, Robert Mault and Dennis Nygaard.

SAFETY CORNER

By Ray Cambra, PUC Safety Officer

"OUR CHALLENGE FOR 1980"

"Last year's injury-accident experience was nothing to be extremely happy with," according to Ray Cambra, Safety Officer.

The 1979 record of injuries and work days lost shows the rate is moving like the rising body temperature shown on a thermometer. It indicates that something is wrong."

Here's the sad story of last year:

618 recordable injuries
10,724 work days lost due to injury
85 light vehicle accidents
4,200 heavy equipment accidents

"Many of these losses are unacceptable," Cambra adds. "A preliminary analysis of causes reveals a trend toward individual safety irresponsibility, such as inattention, indifference, negligence, recklessness or plain not caring."

Cambra suggests a reduction of "at least 25% plus" in the first two categories above, in which Muni employees were involved in 10,724 work days lost — in vehicle and heavy equipment accidents, a reduction goal of 15% plus.

"These goals and thoughts are our challenge for 1980."

"Let us accept these safe principles as a way of conducting ourselves each day," Cambra concludes: "A personal commitment by each of us to basic safe-work habits, making them a part of each task, without short-cuts; diligent reporting of safety matters to our supervisors so that proper action can be taken; an attitude on the part of each supervisor so that basic safety rules and practices are part of his thoughts, actions and instructions.

"Old Soldier" Geneva Division

(continued from page 3)

Kaiser Engineers in 1966. The engineers, engaged in an inventory and evaluation of Muni facilities in preparation for the modernization project, came up with the expected verdict.

The building had no further life expectancy, and the engineers advised Muni to get its men out of there. The place was too dangerous to work in.

Barton, with the help of Charles Smallwood, former cable car shop foreman and unofficial Muni historian before his retirement, has thoroughly researched the Geneva history.

One has to conclude, after listening to them, that the venerable old structure had to acquire a strong heart and soul to endure the treatment it has had.

History breathes through every loose pore in the building.

During strikes in 1907 and 1917 the private operators housed live-in strike breakers brought "in from the East" at Geneva.

Still evident on the ground floor, east side, is the window that became a doorway through which strike breakers had direct access to streetcars without risking passing through pickets out front. The doorway is still boarded up.

Previous owners provided club rooms and a social hall for parties and dances for their employees. The second floor social hall was converted to offices when the City acquired the property.

Served Every Type of Car

It has served every type of electric car operated in San Francisco, including storage for the new Boeing Metro cars.

Both Barton and Smallwood share the same undisguised sentiment for the old car house.

Said Smallwood:

"Present generations probably look upon it as an eyesore, not realizing what an architectural gem it really is. I spent many years of my life working in that old building, and I have a deep rooted fondness for it."

Potrero Shops Wins Award Presented by Maintenance Department for Two Months

Winner of April's "No-Time-Lost Accidents" Award, presented by the Vehicle Maintenance Department, was the Potrero Shops, the second month in a row that these shops topped all others in safety.

The Division Superintendents of the Cable Car, Geneva and Kirkland Divisions, and the Head of Ways and Structures at 24th and Utah, recently received a joint letter of appreciation from Dick Sklar, Public Utilities General Manager, and Curtis Green, Muni General Manager, as follows:

"It is with great pleasure that I congratulate each division that attained the goal of no-lost-time accidents for the month of April. Performance such as this is what is necessary from us all to improve safety, insure your physical well being and improve public image.

"The competition between each division to attain this no-lost-time goal is healthy and takes the cooperation of each and every employee. Let's all shoot for that target of no-lost-time accident-free months by all divisions. *You have proved it can be done!*

"KEEP UP THE GOOD WORK."

As noted in the department's bi-weekly shop bulletin, "Congratulations to Potrero! . . . Cable Car, Geneva, Kirkland, 24th Street, and Metro Shops also are congratulated for their excellent No-Time-Lost-Accidents record for this month."

In recognition of the fine record of Potrero, a plaque presentation ceremony took place on May 7. Following are the scores of all shops for April:

SHOP	Averege No. of Staff "on board"	No. of lost-time eccidents	% of eleff
POTRERO	71	0	0
CABLE CAR	25	0	0
GENEVA	45	0	0
KIRKLAND	54	0	0
METRO SHOPS	198	1	0
24TH STREET	9	0	0
WOODS	205	5	2%
PRESIDIO	71	2	3%

WARREN DeMERRITT IS ELECTED PRESIDENT OF THE S.F. RETIREMENT BD.

Warren DeMerritt, a Muni employee for over 30 years, has been elected President of the Retirement Board of the City and County of San Francisco for a one-year term expiring in March, 1981.

DeMerritt is Transportation Equipment Shop Supervisor at the new Muni Metro Shops at San Jose and Ocean Avenues. A native San Franciscan, he is a graduate of Balboa High School and a U.S. Navy veteran of World War II.

Elected to office by city employees in 1969, DeMerritt is serving his third term on the Retirement Board, overseeing policy that affects 22,000 active employees and 12,000 retired employees with a portfolio over $1 billion and providing medical treatment and payment of compensation to injured city employees.

Grummans Are Now Running on Muni Motor Coach Lines in the City

by John McKane, Muni Planning Dept.

A company whose first product many years ago was a motorcycle side car with a knee action joint (source of the company name, "Flxible") has delivered 25 new advanced design buses to Muni.

The new coaches, made by Grumman-Flxible, each costing $115,000, are the product of more than eight years of development and testing, and are largely a result of the U.S. Department of Transportation's Trans-bus program.

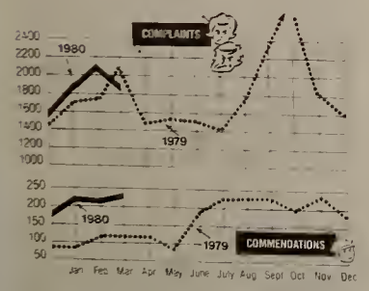
All 25 buses have advanced equipment especially designed to make it possible for handicapped and elderly persons to ride Muni vehicles more easily. Each has a lift for wheelchairs at the front entrance, and a mechanism allowing the bus to "kneel." This narrows the distance from the street, or curb, to the first step of the bus, and with 10½ inches to step upward instead of the usual 14, the passenger enters easier and faster.

Other features of importance to all passengers, especially the handicapped and elderly: wide front door (36-inch clear opening); a wider aisle, with handholds; automatically activated lights, above the front and rear doors, for easier night boarding and deboarding, and a large destination sign (much more readable than previously-used destination signs). There are also touch bars on the rear door which activate exit doors at a touch to make deboarding easier, a feature which has proved convenient and safe on previous bus models.

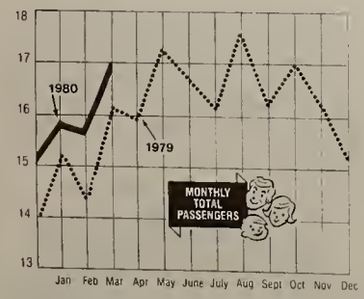
Sharp-eyed passengers who have al-

(continued on page 6)

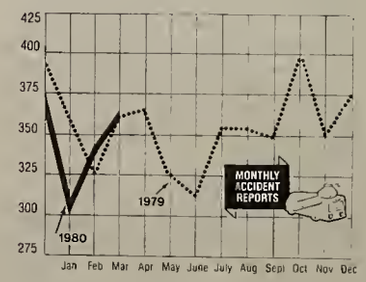
Commendations Up; Passengers Up; Accidents Remain Steady



***COMMENDATIONS BOUNCED** back up to 231 in March after a slight decline to 222 the previous month. Meanwhile, COMPLAINTS took a fortunate dip to 1836 from February's 2129. This seems to parallel the record of a year ago, when, as the chart shows, spring and summer compiaint totals leveled off at a lower figure than those of winter months.*



***THE MARCH PASSENGER FIGURE** reached the highest level since August 1979 — this year's March figure was 17,119,124. A large portion of the increase was due to public interest in the opening of N-JUDAH line service in the Market Street Subway over the Metro system.*



***ACCIDENTS** in March reached a total of 363, an increase of one over the figure for March, 1979. As shown elsewhere in this issue, the Potrero Division had the best safety record in March, and therefore received the monthly safety award from the Transit Equipment Superintendent.*

Grumman Coaches . . .

(continued from page 5)

ready ridden the new coaches have discovered other niceties as well (such as the smooth rivetless outside surface made possible by a sidewall construction of full-length interlocking extrusions) and a seamless, leakproof one-piece aluminum-faced roof. The bus also has an asymmetrical windshield designed to eliminate inside reflection and increase driver visibility; larger, tinted side windows permitting 50% more passenger visibility than previous models, and wall-mounted cantilevered seats that make for easier coach cleaning.

An interesting feature of the manufacture of these coaches is that Grumman-Flxible used a decal process instead of paint to apply the exterior color.

Powering the vehicle is an eight-cylinder Detroit Diesel (GM) engine turbocharged to meet California emission standards. A more efficient three-speed transmission is also featured. Advanced manufacturing methods of interest to many Trolley Topics readers follow:

** Major subassemblies (roof, floor, sidewalls) assembled on parallel production lines ending in special storage bank stations.

** Modules built nearly complete, inside and out.

** Roof section contains interior ceiling lights, grab rails, other components.

** Floor sections covered with finished flooring material.

** Sidewalls include windows, interior panels and doors.

** All subassemblies prewired.

Subassemblies are brought together in a final assembly line called the "collector". Here, the floor, roof and sidewalls are joined to form the bus. The underfloor subassembly and power pack are then added, mechanical and electrical connection made, and the bus inspected and tested.

Boeing Vertol Completes 100th Light Rail Vehicle and Delivers It to Muni Metro

A contract which began several years ago ended May 6 when the 100th Light Rail Vehicle was delivered to Muni Metro Center. Its number is 1219, and it will soon join other LRV's in the Market Street Subway on one of the five streetcar routes through the City.

The $320,000 subway-surface car, which Muni named the "Metro car" in February, is manufactured by Boeing Vertol in Philadelphia. It was ten years ago that the San Francisco Public Utilities Commission first contracted with Louis T. Klauder Associates of Philadelphia for design and development of engineering specifications for a subway-surface car.

Working with the Urban Mass Transportation Administration, Muni arranged a joint-purchase agreement for purchasing the Boeing cars.

In 1973 bids were opened and Muni contracted for 80 cars, later increased to 92 and still later to an even 100. When #1219 arrived early this month, the contract was complete.

TROLLEY TOPICS

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Richard Sklar, *General Manager of Public Utilities*

Curtis E. Green, *General Manager, Municipal Railway*

Ralph W Bryant, *Editor*

Bill Owyang *Chief Photographer*

Les Teal, *Associate Photographer*

KFRC Radio Newsman Brags On Muni and Metro System — Says It Is "Beautiful"

A note from Robert K. Schuman, a newscaster on San Francisco Radio Station KFRC includes the following: "After my shift Friday I took my son and rode a cable car down to the Embarcadero and from there we rode the new underground LRV out to Ocean Beach. The system is beautiful. I've lived in many other cities and think that Muni service here is the best I've seen."

Drivers of these vehicles, the Grumman Fixible bus, are all assigned to Woods Division. Left to right, they are Dwanne Giesigl, Isaac Reid, and Charles E. Perea.

muni Trolley Topics
SAN FRANCISCO MUNICIPAL RAILWAY — *"The People's Road"*
Vol. 6, No. 6
June-July 1980

★★★★★★★★★★★★★★★★
★ **WOODS-MEN WIN COMPETITION!!** ★
★ *(see page 6 for details)* ★
★★★★★★★★★★★★★★★★

Suggestions Will Spell "Cash" to Employees Who Succeed in ESP$ Program

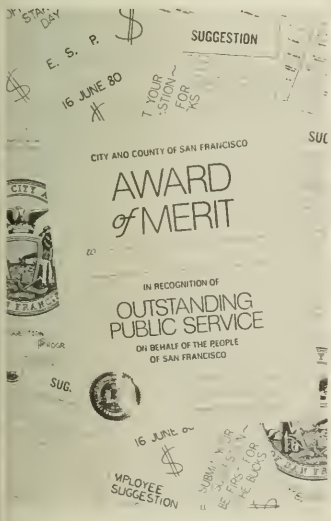
by Dr. Jack Fritscher

A new Employee Suggestion Program (ESP$) is a Muni-only pilot program that, if successful, may be extended throughout the City.

PUC Bureau of Administration program coordinator, Bob Fritscher, slated the month-long campaign to begin June 16. July 18 is the final date for submission of employee suggestions to ESP$.

The dual goal of ESP$ is to upgrade the quality of employee-management communication while, at the same time, getting employee suggestions for Muni money saving methods.

The minimum ESP$ award to Muni employees for an adopted suggestion is



$25 with a letter of commendation. The maximum award is 15 percent based on demonstrated net savings occasioned by the suggestion, plus a commendation. The maximum award may not exceed $5,000 unless the employee suggestion

(continued on page 2)

K-L-M Lines Join N-Line in Market Street's Muni Metro; J-CHURCH Alone Weekdays on Surface With Historic PCC Streetcars

K-L-M Commuters rush through fare gates at West Portal Station on opening day.

LAST EDITION FOR A WHILE !!

The newsletter you're reading has been published on a continuous monthly basis since 1973, but now must cease publication for an indefinite period — sufficient funds are not available in the 1980-81 budget to support it.

We all hope it won't be shut down as long this time as it was when publication ceased before — that time 21 years passed, from 1952 to 1973, a long period without an internal communications medium of this type.

It is regrettable that we're unable to complete the series on "Divisions of Muni" and to continue the accolades to vehicle operators in the "Well Done" column. We hope you've enjoyed reading Trolley Topics in the past few years and it's our hope that we'll be able to resume publication soon.

Another "historical highlight" occurred June 11 when Muni Metro service began between Embarcadero Station and St. Francis Circle, with the K-INGLESIDE line in subway-surface operation for the first time.

Muni Metro's first revenue service began February 18 with the N-JUDAH the only line through the Market Street Subway. Since the N-line is routed away from Market Street at Duboce portal, this first Metro service involved only the Muni-BART stations (Embarcadero, Montgomery, Powell, and Civic Center) and the Van Ness Station, a Muni-only facility.

K-line integration into the system in June, however, meant that Church, Castro, Forest Hill and West Portal stations were in use by LRV's. All stations in the surface-subway transportation system are now fulfilling the purpose for which they were designed.

The new K-Metro line offers convenient surface transfers to a K-L streetcar

(continued on page 2)

K-L-M Lines *(from p. 1)*

shuttle at West Portal and to an M-OCEANVIEW bus at St. Francis Circle. The operation is in effect for a 60-day trial period, and in August the Public Utilities Commission will examine any possible alternatives for changes with information provided by Muni management and public response.

The K-INGLESIDE Metro start-up leaves J-CHURCH the only streetcar line operating the old PCC cars on Market Street weekdays. K-shuttle subway service reduces travel time between Embarcadero Station and West Portal Station and doubles the K-L-M passenger capacity.

During commute hours, 7 to 9 a.m. and 4 to 6 p.m., the K-Metro operates as a multi-car train with departures every four minutes. Late night and weekend K-L-M service remains basically the same with two minor changes — both buses and streetcars provide K-L-M surface service, and there will be M-bus service all summer to and from West Portal.

Bartholomew Attends Four-Week Management Course in Massachusetts

Rodney J. Bartholomew, Deputy General Manager for Operations, recently completed a four-week UMTA-sponsored management course at Northeastern University in Wakefield, Mass.

One of 31 students from transit systems throughout the nation, Bartholomew said the course involved problem solving of theoretical problems.

David Scott Joins P.U.C. as Replacement for Former Prexy Pilcher

David Scott was recently appointed to the Public Utilities Commission, following the resignation of Claire C. Pilcher.

Pilcher, PUC president during 1979, now serves as Executive Director of the Board of Permit Appeals.

A graduate of Pennsylvania State University, with a degree in economics, Scott did graduate study in business administration at George Washington University in Washington, D.C.

He is active in the Harvey Milk Gay Democratic Club, the Alice B. Toklas Democratic Club and the San Francisco Planning and Urban Research organization (SPUR).

GOLF TOURNEY SET FOR AUG. 2

A golf tournament, known as "LaGrone's Third Annual TWU tournament," will be played at San Geronimo golf course in Marin County on August 2. For further information, contact Tom LaGrone, Nolan Braxton, Harold Goo, or Billy Stull.

A Happy Day for the Coopers . . .

A happy B.T. Cooper shows by his expression that he enjoys the recognition at the honor awards ceremony at Woods last month. With him are wife Juanita and another "B.T." — grandson Brian Thompson.

Navy Veteran, Sports Enthusiast B.T. Cooper Named M.O.O.M. for April

"Any young man who is looking forward to a good solid career will find it with Muni, if he likes people and can get along with people," says Muni's Operator-of-the-Month for April, Bertrand T. ("B.T.") Cooper of Woods Division.

A veteran of 23 years and eight months with Muni, Cooper has recently been driving on the 66-QUINTARA line; but previously spent five years on the 27-NOE in the morning, and 17-PARKMERCED in the evening. "I believe the people on the 17 are most responsible for my making Muni Operator of the Month," he said.

"I was great friends with those people and they wrote letters and phoned in a lot of commendations" he says.

Born in Houston, Texas, where two sisters still live, Cooper entered the U.S. Navy in 1943 as a high school graduate. He served aboard a submanne chaser in the Atlantic, then the Pacific, and was in the logistic support company which supported the Marines during the invasion of Okinawa. He was discharged in 1946.

Drove Buses in Houston

Returning to Houston, Cooper went to Texas Southern Business College for 18 months, then worked as a driver with the Yale Street Transit Company in Houston.

Muni's honoree for April came to San Francisco in 1948, and worked in the Oakland Naval Supply Center as a storekeeper. Recalled to the Navy during the Korean War in 1950, Cooper later returned to his naval supply job until 1956, when he came to work for Muni.

He and his wife, Juanita, are parents of one daughter, Demetrius, who works for the Del Monte Corporation.

B.T. enjoys sports (as a spectator) especially football, and spending time with two young grandsons.

What are Cooper's observations about

(continued on page 3)

Suggestion Program . . .

(continued from p. 1)

causes a savings in excess of $50,000. All ESP$ awards in excess of $5,000 must be approved by resolution of the Board of Supervisors.

The Employee Suggestion Committee meets the fourth Thursday of the month at 3:30 PM. Supervisor John Molinari is ex-officio chair with members Richard Evans, Mark Finucane, Anne Kronenberg, Frank Mahoney, Judy Shutzman, and Al Tanner.

"Maximum employee participation is encouraged and maximum supervisory support is necessary," Fritscher said. "Middle management can be even more effective by ensuring that first-line management understand that they may increase their effectiveness by actively eliciting good ideas from their workers."

Muni employees may contact their supervisors for ESP$ suggestion forms. Each department will provide evaluators for suggestions pertaining to that department. The turnaround goal for ESP$, to make the suggestion program responsive in a timely manner, calls for no more than a 30-day processing of employee suggestions and awards presentation.

"Suggestion programs like ESP$," Fritscher said, "have a direct effect on raising the morale of employees who feel they have a voice that is not only being heard, but is being rewarded."

WELL DONE!

This monthly column serves to give proper recognition to Muni operators with two or more commendations (Note: the Cable Car Division is not listed, because several operators had one commendation but none had two or more)

GENEVA

Michael Davis (5), Edward Harrell (6), and Richard McPherson (4).

KIRKLAND

Bemetta Adolph (5), Neal Butler (2), Nick Mayo (2), Joseph Pierre (2), and Ernest Taylor (2).

POTRERO

Henry Inghram (4), Ralph Miranda (3), Lillie Taplin (3), and Charles Turner (2).

PRESIDIO

John Green (2), Peter Groubert (6), David Hooper (2), and William Richardson (2).

WOODS

Carlos Austin (2), Alonza Davis (2), Michael Fox (2), and Fred Moss (2).

B.T. Cooper *(from p. 2)*

transit companies, and their passengers, in the past 20 or so years?

B.T.'s reaction to his Muni career is typical of drivers:

"The change in the attitude of young people has been unfortunate — they seem to actually enjoy destroying things. There is now a definite lack of parental discipline, resulting in a lack of respect for property."

A reception to honor Cooper was held at Woods Division on May 23. In addition to the Operator-of-the-Month Honor Award, he received U.S. savings bonds from the Transport Workers Union, Local 250-A, and from LaGrone's Insurance Agency, a check from Transit America, Inc. (handling advertising for Muni); a congratulatory letter from Mayor Dianne Feinstein, and two free Giants baseball tickets.

JIM LEONARD SUMS UP: "GREAT TO HAVE KNOWN SO MANY 'REAL' PEOPLE"

July 1 was Jim Leonard's last day on the job. His retirement, after 14½ years as Assistant to the General Manager and Director of Public Service for the Public Utilities Commission, begins August 15.

"There was a great deal of pride in being part of Utilities, because the organization has left many visible monuments to its achievements," Leonard said.

"Hetch Hetchy and the Water Department have created the best water supply system anywhere; and Muni has built a terrific new transit system on top of an old one that was pretty good.

"Those I will miss are the real people who made everything work. It's great to have known so many of them."

Leonard is a native of Oregon and was graduated from the University of Oregon, coming to San Francisco and the staff of the old Call Bulletin after four years in a U.S. Navy photo squadron in the South Pacific.

He covered the courts, police, and City Hall for the Call Bulletin, and later for The Examiner.

He said that after a vacation he intends to involve himself in "writing-type" projects and polishing up his relationship with some high class associates — wife, Frances; daughter, Lisa, and sons Jamie and David."

YEE & GANDOLFO RETIRE

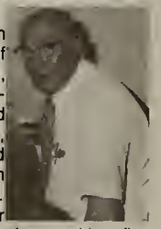
The Geneva Division has announced a retirement party to honor Alfred Gandolfo and Albert Yee on Saturday, July 19 — both men joined Muni 33 years ago, and both have been assigned to the Geneva Shops, with Yee as its supervisor.

The dinner will be held in the Italian-American Social Club, 25 Russia Street in San Francisco, on the 19th with the happy hour beginning at 6:00 p.m. and dinner at 7:00. Those interested may call Tony Stellini at 3753 for reservations.

Lou Wilbrand Retires; Recalls the Good Times

As San Francisco as Market Street, Lou Wilbrand, the "Dean of the Railway", is turning in his time.

After 38 years with Muni, Louis A. Wilbrand, safety instructor, will retire July 1 — and he and his wife, Marie, will have "plenty to do". They were married September 24, 1949 ("she's a North Beach girl").

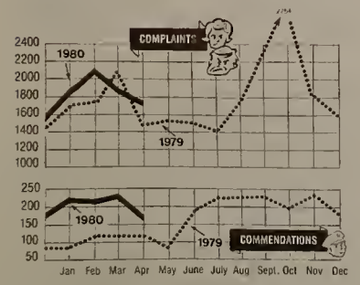


Lou was born in San Francisco, son of Louis, Sr. and Eunice, both born here. He attended St. Johns and St. James Schools, and was graduated from St. James High School (now Riordan).

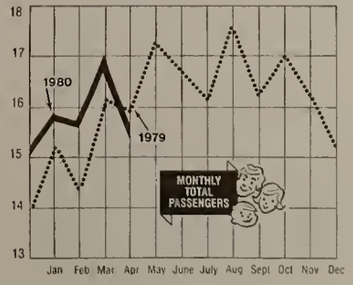
He went to work for Muni May 25, 1942, after working five and a half years at Hale Brothers' 22nd and Mission store. William Scott was Muni General Manager then; and the respected Wesley F. Mason, now retired, was his chief instructor.

(continued on page 5)

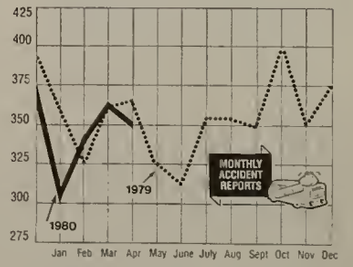
COMPLAINTS, COMMENDATIONS, PASSENGERS, ACCIDENTS — ALL DOWN



COMMENDATIONS DURING APRIL totaled 168, down from March's 231 — however, the record shows that the 1980 score for commendations continues to ride well above the early part of 1979. COMPLAINTS continue to drop, and now are down to 1782.



There was a drop in the number of PASSENGERS DURING APRIL, down from the month of March by about 1.3 million. The figure for April was 15,645,634. February, the month in which Muni Metro opened with the N-line under Market Street, had previously helped cause an increase in ridership during March.



A DROP IN ACCIDENTS occurred during April, down from 363 in March to 349, and, we all hope, headed for that more acceptable figure of about 300, the lowest point yet reached in 1980 as shown. Intensive concentration on better safety practices was beginning to pay off.

Woods, Dedicated in 1977, Is Muni's Motor Coach Center

(Third in a series on "The Divisions of Muni")

Due to Maintenance Efficiency, CHP Hard Pressed to Find Defects

by Frank Baggetta
Transit Equipment Superintendent

Muni's motor coach maintenance effort has been intensified in order to meet ambitious goals for the coming year. The Woods Division maintenance department and its fine people have been accomplishing next-to-impossible tasks in order to bring total fleet availability to 90 percent. Any maintenance expert will confirm that bringing any bus fleet to the point where only 10 percent of the vehicles are out for maintenance is an exceptional accomplishment.

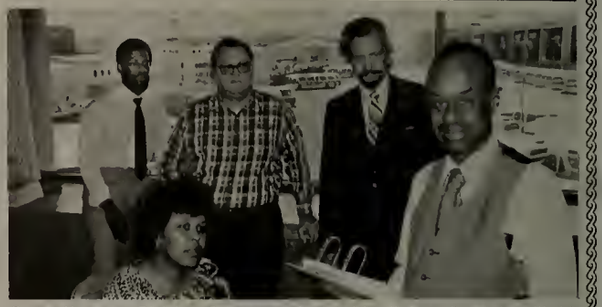
The condition of the fleet has improved to the point where California Highway Patrol inspectors must search intently to detect significant defects.

Motor coach *reliability* is improving rapidly too. Periodic maintenance crews are becoming sharper; running repair crews are staying abreast of the workload; heavy duty and unit repair sections are keeping pace with the team.

All work is originated and planned through the Woods Control Room, where trends, problem categories, and other facts are monitored. More work is scheduled than ever before, and "crisis" activities are minimized.

We should declare a commemorative day for our maintenance personnel. They deserve it!

Woods Shops group # 1 (left to right, front row): Ed Canizales, Bill Glasgow, Claudette Washington, Omar Robledo, Frank Baggetta and Willie Mae Davis. (On the steps, from bottom to top): Dominic Gentile, Graham MacMullan, Ferd Canepa and Bill Canizales.



Oscar Norman, Division Superintendant (with clipboard) meets with his office and dispatching staff: Vivian Thompson, secratary and (left to right, rear) Fred Peterson, Assistant Dispatcher; Marty Attaway, Clerk and James Ruth, Day Dispatcher. (See next page for profiles on Norman and his assistant Harry Catchings, who was not available for the picture).

Here is "group #2" at Woods Shops (left to right, front row): Paul Nalto, Tom Bibar, William Glasgow, Armando Joval, Phillip Mackay, Wilfrad Fong, Fred Nasaire, Bob Ysip, and Fernando Barriento. (Back row): Elmar Haner, Henry Bakar, Billy Janssan, Anderson Martin, Dan Scalas, Rogar Sobsay, Reynaldo Garcia, Hector Baiza, Clarance Lewis, Jorge Mazariego, David Hutchinson, Harold Scott and Tom Donahua.

muni

Here is "group #3" of personnel working at Woods Shops (left to right front row): Johnny McDonald, Phil Rambo, Olden Williams, Graham McMullen, Frank Shine, and Willie Eashman. Rear row: Caasar Benedetti, Peter Malnelli, Emiliano Paco, Andy Cafasso, Lynn Berliner, Bill Canizales, Ed Dreiling and Robert Linton. And in the driver's seat of the bus, Jim Randle.

Oscar Norman and Harry Catchings Profiles

Following are profiles of Woods Superintendent Oscar Norman and his assistant Harry Catchings — see story "Divisions of Muni," page 4)

In February, 1951, Oscar D. Norman left college for a short stay with the Municipal Railway. He planned to stay four or five years, but decided to stay longer when he saw opportunity through promotional examinations.

Since then Norman has been a transit operator, collector, yard starter, inspector, central control dispatcher, claims investigator, claims adjuster, senior claims investigator, cable car manager and division superintendent.

Active in civic and religious causes, Norman served on the San Francisco Archdiocesan Pastoral Council for four years, is past president of the Cathedral High School Board of Education, and is currently an active member of the Black Leadership Forum and the Portola Heights Voters League.

He and wife Flora have been married for 37 years. They have eight children, all of whom attended college — four were graduated and another is a senior at Ohio State University. Widely-diverse occupations of their children are carpenter, aircraft mechanic, assistant bank manager, assistant district attorney, financial aid officer, BART computer technician, and electronic data corporation employee.

Mrs. Norman is a nurse at San Francisco General Hospital.

CATCHINGS

Harry A. Catchings came to work for Muni in 1949. He has been a transit operator, instructor, central control dispatcher, cable car assistant division superintendent, and now Woods assistant.

Catchings and his wife, Letty, have five children: a television station assignment editor, a sheet metal mechanic in the Navy, a deputy sheriff, an expectant mother grocery store clerk, and a student.

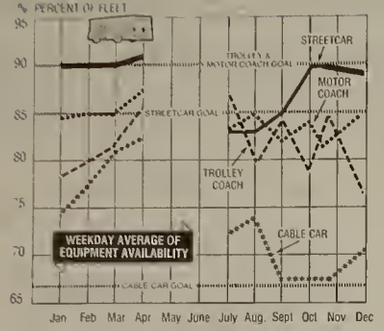
Harry and Letty own a home in Walnut Creek with a swimming pool and spa attached and 55 acres of orchard with 50 fruit trees. Expert gardeners, the Catchings love to travel and are now in Hawaii on vacation.

Lou Wilbrand

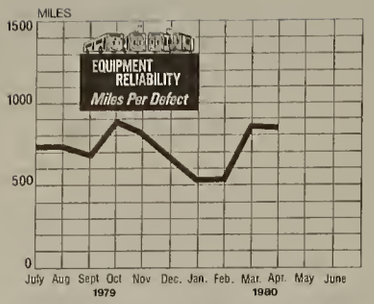
(from page 3)

Lou remembers his career mostly as "good times — I can't say I ever had a bad day. The kids had respect for law and order. There was a woman I helped one time. She would often meet my car along the route with hot coffee and other treats for me".

He was a motorman in Geary Division, with service on the B, C, D, E, and F lines; then buses out of 24th and Utah (the "old Market Street Barn").



This year's extraordinary vehicle maintenance efforts have brought a sharp increase in the availability of all types of Muni vehicles. The chart shows also the return of the cable cars to service after their recent shut-down for maintenance.



In recent months, the transit equipment department reports, equipment reliability has improved dramatically. In January and February, a leveling off period, the record shows 503 and 517 miles per defect, respectively; but in March and April (840 and 833 m/p/d), great improvement was shown.

When the original Market Street Railway's McAllister Car Barn (now Petrini Plaza) was closed "we all went to Kirkland". Lou became an inspector in November, 1953, and was assigned to the Training Department as an instructor in May, 1964.

Lou's Muni service was interrupted by three years' service in the U. S. Navy during World War II. He was discharged in 1946 after serving on the battleship USS New York and the USS Vulcan in European and North African waters.

Muni's Gene Henderson, Claims Veteran, Retires; Says He Gave His Best

"I've given it my best shot."

Thus Gene Henderson announced his retirement.

Henderson, 63, with 34 years and 5 months service with Muni, began taking his accumulated time from vacation and overtime earned on May 12. His retirement was effective June 30. He had been Assistant Claims Agent since 1976.

He has no worries about enjoying his retirement. With his wife, Naomi, he is a winner.

"She has the type of personality that really keeps me going," Gene explained. "She is a great inspiration."

The Hendersons' activities with Jones United Methodist Church will probably increase, particularly with Gene serving as President of the Administrative Board.

First Black Superintendent

Gene, who was Muni's first black division superintendent (in 1973), made virtually all of his advancements through promotional steps. He was a leader in the Transport Workers Union, Local 250-A, and played a major role in the reorganization of the Municipal Railway Employees Federal Credit Union, an agency he served as president and vice president.

Appointed February 1, 1946, he served as a streetcar conductor (Sutro Division), bus driver, inspector, transit control dispatcher, day transit dispatcher, claims investigator (with four years in the City Attorney's office), division superintendent, safety and training supervisor, Assistant Safety Director for the Public Utilities Commission, and Assistant Claims Agent.

Gene was born in Houston, Texas, second in a family of seven children.

His interest in San Francisco was sparked during his three years with the U. S. Army, two of which were with an anti-aircraft unit in the South Pacific.

He and Naomi were married in Houston in 1939, shortly after which they made San Francisco their home.

Brown and Woodson Are Recipients of Degrees From The Univ. of San Francisco

Cecil Brown, a claims investigator at Presidio Division (Muni headquarters), and Bobbie Woodson, who has been a car dispatcher at the same location since January, have received the Bachelor of Science degree in Human Relations and Organizational Behavior from the University of San Francisco.

WOODSON

BROWN

Brown and Woodson were graduated May 18 along with a total graduating class of about 750 from many of the institution's schools and colleges.

Brown has been a claims investigator for the past nine months. He came to work for Muni in 1962 and was an

(continued on page 6)

Three Woods Operators Are Top Winners in Bus Roadeo At Candlestick Last Month

Ronald Haren, Clarence Chiles and Cleon Fleming, all assigned to Woods Division, were awarded first, second and third places respectively at the completion of the annual Muni Bus Roadeo in Candlestick Park in June.

Chiles was scored in third place at the 1979 Roadeo. He now drives on the 11-HOFFMAN line, while Haren is on the 37-CORBETT and Fleming is on the "extra board."

Thirty operators participated in the Roadeo, which was judged on their scoring on a safety quiz, personal appearance, pre-trip inspection of the vehicle, safety habits, and a number of driving maneuvers through and around obstacles in a driving test course.

Brown and Woodson

(from page 5)

operator for the next nine years. There followed a period of two years as an inspector, two years as a control center dispatcher, and three years as a schedule maker before joining the claims department.

A native of Amarillo, Tex., he is married to Charlotte.

Ms. Woodson received an Associate of Science Degree in Criminology from City College prior to the B.S. degree. A native of Las Vegas she has lived in San Francisco for 20 years.

Before coming to Muni, she worked for the San Francisco Police Department for two years; the Adult Probation Department, one year, and the sheriff's volunteer program in San Bruno.

Woodson and her husband, John, have a daughter, Destiny, and a son, Willie.

Nostalgic Clipping Comes To Light About Collector, J.P. Sullivan, Now Retired

Contributors of story material to Trolley Topics have included not only present employees, but also former Muni general managers.

William Scott, former General Manager, recently sent us a January 2, 1951 clipping from the late San Francisco Call-Bulletin regarding Joseph P. Sullivan.

Under the headlines, "Sullivan, the 'smiling Irishman,' — Muni is Proud of Aide at Terminal", a picture is shown of a passenger with him at his post as collector at the East Bay Terminal, captioned, "Joseph P. Sullivan, Municipal Railway collector, who hands out smiles as well as change to commuters because 'the tougher it gets, the better I like it.' "

In the other photo Sullivan lifts a child to the camera, "Joe Sullivan helps patron Cathie Michels, 4½, board car at East Bay Terminal here."

Contacted in Santa Rosa, where he now lives in retirement, Sullivan wrote back, "Your letter brought back many memories [we had sent him a copy of the clipping].

"We sold our little ranch and now we live in a mobile home and enjoy it. I am still able to drive, and the good Lord has been good to us.

" . . . And at my age I am thankful for every beautiful day."

Kirkland Shops Has Best Safety Record; Is Awarded Plaque at Honors Event

Kirkland Division was the recipient of the May Safety Award, presented by the Vehicle Maintenance Department for the best percentage rate of lost-time accidents. To honor the occasion of the award presention, all Kirkland personnel enjoyed a coffee-and-doughnut session together and witnessed the plaque presentation.

Here's the way all divisions stacked up during May:

SHOP	Avarage No. of Staff "on board"	No. of lost-time accidents	% of staff
KIRKLAND	55	0	0
GENEVA	40	0	0
CABLE CAR	24	0	0
METRO CENTER	206	2	1
POTRERO	73	1	1
24th STREET	10	1	1
WOODS	205	9	4
PRESIDIO	70	3	4

A New Union Venture In Sports — the TWU Phillies; We Hear They're "Winners"

Keep your eyes on the TWU Phillies. They are sure to write new stories in Little League baseball.

The Phillies are sponsored by Local 250-A, Transport Workers Union, a first for the TWU, according to Cornell Gatewood, Local 250-A President.

Operator John Charles of Potrero Division, Coach of the Phillies, said he has a "team of winners" which will rise to great heights in baseball.

TROLLEY TOPICS

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Richard Sklar, *General Manager of Public Utilities*

Curtis E. Graan, *General Manager, Municipal Railway*

Ralph W. Bryant, *Editor*

Bill Owyeng *Chief Photographer*

Les Taal, *Associate Photographer*

KIRKLAND AWARD

George Kelcec, left, Transit Shops Supervisor at Kirkland, is shown as he received the safety plaque from Ray Cambra, PUC Safety Officer.

PUC Training Unit Plans Courses and Workshops on Frequent Basis In '80 — '81

Public Utilities Commission clerical employees (Muni, Water Department, and Hetch Hetchy System) who are interested in increasing their proficiency, better management of their time, or generally becoming more valuable to their department, should phone the PUC Training Unit at 558-4021 or 5564.

If funds requested to finance the program survive budget reviews, clerical development training courses will be set up during the coming year, according to Michal Settles, PUC Training Officer.

The first in such a series of workshops was sponsored by the PUC Training Unit at the Downtown Community College on May 22. It was conducted by Mrs. Sandra Glosser, a Human Resource and Development specialist.

Woods' St. Jean Retires With 31 Years Aboard Muni's Streetcars, Buses

After 31 years with the Muni, Armand St. Jean, another easterner who liked San Francisco and remained after his discharge from the U. S. Navy, has taken a disability retirement.

During his first three years St. Jean worked the streetcars, and then drove buses out of the old Ocean Division and later Woods Division — then last June went back to the streetcars.

It was a good career for St. Jean ("I like the independence the job gave you if you did good work, and I made a lot of friends").